

YOUR QUICK-START GUIDE TO

# ISLINGTON TERRACE

**TRIDEL**<sup>®</sup>  
BUILT FOR LIFE

**WELCOME**  
**HOME**

# Welcome to Your New Community at Islington Terrace

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 and community from day one.



# Contents



A GUIDE TO YOUR NEW COMMUNITY AND HOME

**04** Meet  
the Team

**06** Move-In  
Guide

**10** Home  
Warranties

**12** Service  
Requests

**16** Contact





# 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 page 16 so connecting with us is always easy and convenient.

## Del Property Management & Board of Directors

### Condominium Community Management

While Tridel is responsible for the delivery of your new home, it is the residents and the Board of Directors who create the community. Working together with **Del Property Management (DPM)**, you and your Board all contribute to maintaining the lifestyle, safety and high performance of your community. Your professional **DPM** team is responsible for the overall building maintenance, emergency building response, coordination of recreational facilities and community committees (e.g. social, pet, design). **DPM** is also the primary resource for coordinating your common area requests and addressing concerns which include neighbour relations, if there is ever a difference in lifestyles.

## Tridel Group

### Del Condominium Rentals Inc., DelSuites & 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 help you determine whether you wish to lease or sell your new home. **Del Condominium Rentals Inc.** specializes in unfurnished rental management services while **DelSuites** 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 page 16 for contact information.

## 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.

## Tridel C<sup>3</sup>, Customer Connection Centre

Fast & easy because answers shouldn't be hard to find.

For times when you have a question or concern and are unsure on who to call, **C<sup>3</sup>** is always there for you. **C<sup>3</sup>** is more than a call centre, it is a team of professional experts who know all things Tridel and who can help guide you to the best answers and resources, fast.

## Tridel Customer Care

Tridel Customer Care is your primary contact for all of 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. Your **DPM team** often organizes community maintenance programs (e.g. fan coil maintenance) and can refer you to trades familiar with your home's features and finishes. Our website (Tridel.com) is also a great resource that includes DIY home maintenance videos, home care guides for your community with trade contact information and more.





# Step-by-Step Guide to Moving In

If you bought new, you will have received an e-invitation to join your community's website, which is a private social network that provides you with a powerful resource to your community.

## 1 Register

Before your closing and moving date, you will also need to complete a few forms for Property Management which will allow them to activate your community access devices (i.e. transponders and fobs). We provide these forms to you at your Homeowner Orientation if you are the initial purchaser, but they can also be found with your Concierge or on our website (Tridel.com) within the Homeowner Resources section.

Here are some of the important things you will need to provide us in order to register:

- **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 entraphone (to allow remote guest entry)
- **Lease information**, if applicable
- **Pet profiles**, if applicable

## 2 Key Release & Closing Package

If you have bought new from Tridel, once your DPM forms have been submitted to Customer Care and we have received the formal Closing notice from both your solicitor and ours, your New Home Closing Package can be released to you. Depending on your community, your New Home Closing Package may contain a combination of 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 through your Concierge any time.

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

## 3 Moving

You will be provided a Moving Day card at your Homeowner Orientation if you bought new, or you can get one online (Tridel.com) from your Concierge or Property Manager. The Moving Day card gives you important details on the location of the moving areas, elevator dimensions and garage height/maximum size allowances for furnishings, trucks and more. You will also need to contact the Concierge or your Property Manager to reserve the moving elevator for large parcel deliveries like beds, couches or TVs.

## 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 Corporation's Standard Unit Bylaw. If you have questions, please ask your Del Property Manager or your insurance agent.

### TIPS



**NEW HOME CLOSING PACKAGES** may only be released to the registered owners with matching government-issued ID. If you're unable to personally pick-up your package you can appoint a Designate by filling out a form (Designate of Agent) in advance. If this is a good option for you, contact Tridel Customer Care and they will assist you.



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



**LARGE DELIVERIES** cannot be transported through the lobby or in an unprotected elevator. Check with the Concierge to confirm if you are not sure.

## 5 Your Community Amenities

Your DPM team will provide you with a Guide to Living which outlines important information on the general guidelines and rules for your amenities. The Guide is designed to ensure maximum safety and enjoyment of your community. All residents (tenants and homeowners)

are responsible for ensuring that family members and guests follow the rules in the Guide, which are posted in each of the amenity rooms. For your convenience, you can also get a copy of the Guide on your community website or on Tridel.com.

## 6 Maintenance & Safety Responsibilities

If you bought your suite new from Tridel, you will be offered a Home Maintenance 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 New Resident Orientation, which includes a review of all home maintenance and community life safety at the time of your move-in.





# New Home Warranty Service

If you bought new from Tridel, or if you are a second owner within the first two years of warranty, you may have extra peace of mind with Tridel's New Home Warranty.

## In-Suite Service & Your 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 the coverage of Tridel's New Home Warranty for in-suite workmanship (first year) and system performance (second year), that starts from initial Occupancy and/or Closing.

### Post Warranty

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



## TIPS



**THE WARRANTY** is with the home so it remains in effect even if ownership changes.



**CUSTOMER CARE**  
Your Customer Care (or DPM) team will be able to answer questions concerning your warranty coverage.



**WRITTEN PERMISSION**  
Customer Care, with written permission of the homeowner, can take warranty requests from any resident.





# Service Requests

Every member of the Tridel Group of Companies commits to providing you with prompt, professional service of the highest standard while keeping you involved and informed.

## Entering Your Home

### Regular Service Requests

Depending on the nature of your request, the majority of our service requests are completed by Tridel with your 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.

### 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

Should there be an emergency while the community is still under construction, the Tridel Construction team, or their representatives, may enter your home.

## Emergencies

### Common Area or In-suite

Emergencies are the Property Management and Builder 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.**

### TIPS



**911 EMERGENCIES**  
Always contact 911 for any fire or life safety emergencies.



# Common Area Requests

## Non-Emergencies

Common area warranty and repairs are a collaborative process between you, your Board of Directors and your DPM team. Easy, regular maintenance concerns can be readily addressed. Complicated issues may require consultant recommendations plus Board and Property Management coordination and therefore, may need more time.

You can report any common area issues directly to Property Management. The community website is the best option to send in your requests but you can also email or call the Concierge or Property Manager. Stay informed on the progress of repairs and regularly scheduled maintenance by checking your community website. Your DPM team also circulates and posts updates in the community and it is also good to get involved with community meetings and committees, if you have the time.



## SERVICE RESPONSE STEPS

- Acknowledge and 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.

# 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)



## OPTIONS



### PRIORITY EXPRESS

The quickest and easiest way to get service. Priority Express combines your use of online forms and mobile Apps with PTE, 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, 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 due to pets or special circumstances. 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.



# Community Contacts

## Concierge

- Community Resident & Guest Access
- After-Hours Move-In
- Elevator & Amenity Bookings

First option in an in-suite or common element emergency.

EMAIL [islingtonterrace.concierge@delcondo.com](mailto:islingtonterrace.concierge@delcondo.com)  
CALL 416.649.2492

## Del Property Management

- General Community Questions
- Moving Elevator & Amenity Bookings
- Common Area Requests & Concerns

EMAIL [islingtonterrace.admin@delcondo.com](mailto:islingtonterrace.admin@delcondo.com)  
CALL 416.649.2492

## 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

## Community Website

Your community website gives you quick and easy access to connecting with us and to reserving your amenities.

WEB [www.buildinglink.com](http://www.buildinglink.com)

## 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)

## DelSuites

Furnished Executive Rental Services

WEB [www.delsuites.com](http://www.delsuites.com)  
EMAIL [info@delsuites.com](mailto:info@delsuites.com)  
CALL 416.296.8838

## C<sup>3</sup> 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

WEB [tridel.com/service](http://tridel.com/service) (for service requests)  
WEB [tridel.com/resource/home-owners](http://tridel.com/resource/home-owners)  
(warranty & DIY videos)  
EMAIL [ask@tridel.com](mailto:ask@tridel.com)  
CALL 416.661.9394



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

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