



# SCALA<sup>®</sup>

*LIFE IN NATURE*

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



# YOUR MOVE-IN GUIDE

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

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## 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) 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. Prior to taking occupancy, you can book your elevator through BuildingLink or your Property Management team. After you have taken possession of your suite, you are able to book the moving elevator directly from the SmartOne wall pad. Time slots for your move are 4 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.

### 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](mailto: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 of your respective tower. Your mailing address is:



Your Suite #  
25 Adra Grado Way  
North York, ON  
M2J 0H6

- 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](mailto: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

On your suite occupancy date, your Customer Care team will contact you via email or phone to confirm that your suite keys have been released and are ready for pick up at the Concierge desk. You can contact your Customer Care team at 416.637.2216 or email [scalacc@tridel.com](mailto:scalacc@tridel.com) during regular business hours, should you have any questions



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 Parking

Visitor parking spots are to be used by visitors to the community and guests of residents. These spots are available on a first come, first serve basis. You can register your guests vehicle with the Concierge. For overnight visitor parking or for multiple days, your visitors will require a parking pass. In most cases, you will be issued a few parking passes each month that you can use to secure a spot for your visitors.

### Unauthorized Parking

If you discover someone parking in your assigned space, please bring it to the attention of Concierge and Property Management right away. If possible, temporarily park in a visitor spot while you speak with Concierge about a solution. 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.

The Scala community has been designed to make waste disposal and recycling convenient and accessible.

- Both towers are equipped with a bi-sorter system within a Disposal & Recycling room that separates waste and recycling.
  - The Disposal & Recycling room is located beside the elevators
- 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) or hazardous waste, please use the "Bulk Garbage Room" located on the East and West sides of the P1 level of the garage



- 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.

## Community Website & App - BuildingLink

Your BuildingLink community website and App is a place where you can get access to important information for your community. You will receive an email from the Property Management team on how to get access to the website and App, so keep an eye out for the email. You can also speak to your Property Management team if you're having trouble accessing it.

Through BuildingLink, you can:

- Access important notices from management and other essential documents;
- Enter service requests for your home;
- Communicate with your neighbours by posting to the bulletin board;
- See a calendar of events happening in your community;
- Authorize your contractors and guests; and
- Receive package delivery notifications (via email or text message).

[TRIDEL.COM](https://www.tridel.com)





# 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.

#### Scala

EMAIL: [scala.pm@delcondo.com](mailto:scala.pm@delcondo.com) | PHONE: 416.637.2216 press #1

HOURS OF OPERATION: Monday to Friday 8:00am to 4:00pm

### 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: [scala.concierge@delcondo.com](mailto:scala.concierge@delcondo.com) | PHONE: 416.637.2216 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 (C<sup>3</sup>)

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.

#### Scala

EMAIL: [scalacc@tridel.com](mailto:scalacc@tridel.com) | PHONE: 416.637.2216 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 (C<sup>3</sup>) is always there for you.

EMAIL: [ask@tridel.com](mailto:ask@tridel.com) | PHONE: 416.661.9394

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

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