



SCALA<sup>®</sup>  
*LIFE IN NATURE*

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

# YOUR COMMUNITY LIVING GUIDE

EVERYTHING YOU NEED TO KNOW ABOUT YOUR NEW  
TRIDEL COMMUNITY

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# Welcome to Your New Community

This Guide includes important information that will help you enjoy your new community and home from day one.

## Del Property Management - Registration Forms

At the time of your Homeowner Orientation, you were provided with a set of Suite, Owner, and Resident Information Forms. These forms are required by the Property Management team to ensure you have full access to your community.



- If you do not have your Registration Forms, please contact your Property Management team at 416.637.2216 ext 1 or [scala.pm@delcondo.com](mailto:scala.pm@delcondo.com) and they will provide you the forms.

## Access to Your Community & Technology

### ENTERING YOUR SUITE

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.

Once you fill out the required forms, the concierge will register your name and phone number to activate your FOBs. For a fee, you may request additional FOBs through the Property Management office.



### TOUCH SCREEN TELEPHONE ENTRY SYSTEM

The door entry system, located in the ground floor lobby vestibules and visitor vestibule within the parking garage utilizes an auto-dialer to allow a visitor to quickly and conveniently announce their arrival. It is therefore a requirement for all residents to register their names with the Property Management Team as soon as possible.

To use the entry system panel, visitors simply follow the instructions on the touch screen. The entry panel welcomes visitors and assists the user by providing system instructions. The directory includes both resident listings, additional important building information, and more.

### TO ANSWER THE ENTERPHONE

- To open the door: answer the phone, speak to the guest and permit entry by pressing “\*” on the touch tone telephone.
- If you do not wish to allow a guest to enter, simply hang up. This will terminate the call.

### LICENSE PLATE RECOGNITION

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. There’s no need to fumble for your fob or reach your hand outside in the rain or cold. Your license plate is scanned, granting access to the garage automatically

### SECURE, AUTOMATED PARCEL DELIVERY

Register online at [luxerone.com/register](http://luxerone.com/register) to enjoy the perks of the LuxerOne Parcel Delivery. You’ll receive a notification when a parcel has arrived, and the LuxerOne system will hold onto your package until it’s convenient for you to pick up.



### LIGHTNING FAST INTERNET

Stay connected with Ignite Internet Gigabit available in your suite (included with maintenance fees) and free WiFi throughout the building common amenity spaces.

### CABLE & TELEPHONE

Although your suite is pre-wired for cable, telephone & internet services, it is your responsibility to arrange for the commencement of these services. Contact your dedicated Rogers Representative at 1.855.759.5856 or [move2rogers@rci.rogers.com](mailto:move2rogers@rci.rogers.com) to activate services.

### COMMUNITY PORTAL

Important building news or reminders will be displayed on the Entry System and Resident App by your Property Management team so you're always in the know with what's going on in your community. Your Resident App also grants access to the Doc-Box for important documents like building rules and community guides.

### AMENITY BOOKING

You can easily select and book amenities directly from your Resident App. A friendly reminder that Property Management requires completed Registration Forms for all residents to reserve amenity spaces.

## Parking

A reminder that the resident parking spot assigned to you is the only spot you should be parking in. If you discover someone parking in your assigned space or you can't park in your spot for other reasons (e.g. leaking pipe), 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.

A rubberized membrane is installed on the garage floor surfaces of the P1 to P3 levels to help prevent water and road salt from tires from penetrating the concrete. The P4 level has an AV sealer over the concrete floor. These coatings are very sensitive to oil, other chemicals, and stress from turning tires when the car is not in motion. A quick look at the floor under your car will help you determine if the coating in your space is damaged. If oil leaks or spills of any kind occur, please clean them with soap and water or throw an absorbent material on the spot to soak up the spill and later clean the area. Leaks left for any period may result in damage to the garage surface and will be the financial responsibility of the owner of the parking space to repair to its original condition. Repairs to the membrane are expensive. A few minutes of your time could avoid this unnecessary expense.



## Panic Alarms

Throughout the garage, airphones have been installed on multiple parking pillars that provide two way communication with the concierge. If you feel there is a threat or an emergency while you are in the parking garage, simply press the button on the airphones to connect. As closed circuit cameras monitor the underground parking areas, the Concierge will be able to view your location and alert the appropriate authorities.

## Visitor Parking

Visitor parking spots are available on the P1 levels of Scala for visitors to the community and guests of homeowners. These spots are available on a first come, first serve basis.

## Lockers Rooms

Access to lockers is provided by a common area key, which was turned over to you at occupancy. This gives you access to the locker room only. Within this room there are several other lockers separated by caging. Keys to your individual locker will be provided to you in your closing package.



Please ensure that all articles stored in lockers are kept within the space you have purchased. Remember that you have purchased the locker space itself not the area above or around the enclosure.

We encourage you to ensure that all items within the locker room are kept elevated from the floor, and that the items are placed under a plastic cover as the Condominium Corporation or the Declarant is not responsible for any items which are damaged as a result of water leakage. You may not store gasoline, propane or any other combustible materials. Additional parking and lockers may be available for purchase through the Sales Office.

## Bicycle Racks

Resident bicycle racks at Scala can be found on west side of the ground level. You may rent a bicycle rack from Property Management, who will assign you a specific rack. You will be required to provide a \$100.00 security deposit, which will be refunded to you when you no longer require the bicycle rack.

## Visitor Use

Visitor bicycle racks are located on the on both the west and east sides of the community. Your visitor will need to register with the Concierge when they arrive. The use of these racks are temporary. Once your visitor leaves, they will have to take their bicycle with them so the rack can be available for other visitors to use.

## Disposal & Recycling

Your community is designed to make waste disposal and recycling convenient and accessible. It's everyone's responsibility to keep our community clean and safe by properly disposing of your waste and recycling. Garbage chutes are located on every corridor within a Disposal & Recycling room and are equipped with a tri-sorter system that separates garbage, organics and recycling.



- Follow the signage on the best way to use the system.
- We recommend using the garbage chute between 8:00 a.m. and 10:00 p.m. out of respect for your neighbours.
- All garbage must be properly bound, packaged, bagged and sealed to prevent any undue odour, mess or damage during its descent within the garbage chute. All garbage must be firmly pushed down the garbage chute and not left within the container at the opening of the chute.
- Do not place large boxes in the chutes or on the floor of the waste room as this creates blockages.
- There is a Bulk Garbage Room located on the P1 level for large items (e.g. large boxes and mattresses). Break down each box and flatten before placing them in the proper bin of this room.
- Hazardous Waste Materials Bin is located on the P2 level.







## Common Areas

We recommend reviewing the detailed rules and regulations found in BuildingLink but we have listed a few items below which we would like you to pay particular attention to:

- Residents are not permitted to install or affix anything to the common elements including any decoration, doorbell, doorknocker, or religious symbol without obtaining written approval of the Declarant or Board of Directors.
- Residents are not permitted to obstruct the common element hallway with mats, shoes, boot trays, carts, or strollers. The common element hallway must always remain clear in case of an emergency.
- Pets must be exercised off the property and must always be on a leash.
- Proper footwear, clothing, and personal protective equipment (as required by city by-laws) must be worn in the common areas of the building at all times.



## Balconies & Terraces

- Electric barbecues are permitted on terraces provided there is no enclosure above the space.
- Gas barbecues are only permitted where the vendor has installed the gas line connection. Propane barbecues are not permitted on any balcony or terrace.
- Planters must not be installed on the outer side of the balcony railing.
- Do not shake your carpets, area rugs, brooms etc. or sweep the dirt off your balcony. Damp mopping as required is recommended.
- Bird feeders are not permitted.
- Do not throw any items off the balcony for example, cigarette butts, bottle caps or garbage.
- Do not hang articles of any type over your balcony i.e. rugs, clothing.
- Terraces are equipped with hose bibs and gas lines.
  - Winterizing your hose bibs by mid-October is considered best practice to avoid your hose bib from splitting.
  - Before using your gas line for the first time, contact your Property Management Team to confirm that the gas supply has been turned on for your floor as the distribution line resides in the corridor. Once confirmed, please contact a licensed gas fitter to remove the cap from the gas line and install the appropriate connection for your BBQ.
- Proper cleaning procedures for terraces includes blocking the main drain, damp mopping the area and soaking up excessive water prior to unplugging the drain.



## Parcel Delivery

At Scala you have the LuxerOne parcel delivery system, where you can register to have your parcels delivered to a locker and a unique pin will be texted to your cell phone that will open the locker for you to retrieve your package. The package will be kept for a specified period of time; it will be returned back to a postal outlet if not picked up within the specified time. If your delivery service chooses not to use the automated parcel delivery system for any reason, you may be required to pick up your delivery from their nearest drop location. Where the automated delivery system is not appropriate for parcel delivery due to size constraints or an unregistered recipient, the Concierge can accept parcels on your behalf if a waiver is signed beforehand. The Concierge will leave a message on your mailbox, or send an email, for you to come and pick up your parcel from the front desk. Please be prepared to show identification to claim your package. The Concierge is not able to accept registered mail, oversized or heavy items and packages will not be left unattended in hallways or in the mailroom.

## Petiquette (Pet Rules)

Living in a condo is all about creating a strong sense of community while respecting each others' individual space. Just as there are guidelines for people living in the community, there are also some for pets. Many of our communities are pet friendly.

- All pets should be registered with the Property Management team, especially for emergency and fire safety response.
- Please refer to our "Petiquette: Condo Pets and You" Guide for detailed information, including the types of pets allowed in your community, cleaning up after your pet, and more. This Guide is available in the Doc-Box on your Resident App or you can request a hard copy of it from your Customer Care team.

## Board of Directors Process

The Board of Directors will be formed after Registration of the community and the majority of suites have final closed. Your Property Management team will schedule a Turnover Meeting, which represents the first meeting of all owners. This is a really exciting time for you and your community. You will have the opportunity to vote and appoint a resident-elected Board of Directors who will be responsible to work with Property Management to run the day-to-day operations of the Corporation and your community. Your Board of Directors will consist of five members. Collectively, they will have the ability to decide and speak on behalf of all homeowners; we strongly recommend that you play an active role in your community's future by participating in and voting at the Turnover Meeting.





# Welcome to Your New Home

## Utilities

Utilities in your home are provided by Provident Energy Management. Your first bills may be delayed approximately two months after occupancy; however, this does not mean your utilities are free during that time. Your suite is metered for natural gas, electricity, hot water, and thermal (heating or cooling) provided through your fan coil usage. The meters are read from an electronic metering system and do not require access to the home. Access to the home will only be required if there is a problem with any of the meters located within the suite.

Your bill from Provident Energy Management will reflect usage from:

- Electrical Meter: located in the electrical closets in the common area corridor.
- EV Parking charges (if applicable): If you purchased an EV parking spot, you will receive an activation card in your key package for the charge station. Contact Provident Energy Management at 416.736.0630 to register and activate your charging station.
- Thermal Meter: located inside the fan coil unit in the suite and measures the amount of heating and cooling used. The charges for this consumption will be comprised of different components for heating and cooling. For heating, it will be comprised of the natural gas used by the boilers to heat water as well as the electricity consumption of the main circulation pumps used to transmit the water to the suite. For cooling, the charge will be comprised of the electricity used to power the chiller, cooling tower and the main circulation pumps.
- Hot Water Meter: located within the suite where the main water shut off valves are located. The charges for hot water will include the cost of the water, the cost of the natural gas used to heat the water and the distribution systems.

For billing and account inquiries from Provident Energy Management call 416.736.0630 or email [customerservice@pemi.com](mailto:customerservice@pemi.com).

## Internet

Included within your maintenance fees is Ignite Internet Gigabit. You will typically find the demarcation panel in the foyer closet. If you haven't done so already, contact Rogers to organize the installation of internet and if desired, cable and phone in your new home at 1-855-759-5856.

## Warranty & Service Requests

Your warranty covers in-suite workmanship for one year and system performance for two years. The warranty begins on your suite occupancy date.

- For in-suite service requests, contact your Customer Care team through email, MyTridelHome.com or [www.tridel.com/service](http://www.tridel.com/service).
- You may report any in-suite concerns at any time within your warranty period.
- Your service request will be acknowledged within one business day and will outline next steps for service.
- Service is conducted between the hours of 9 a.m. and 5 p.m. on weekdays. If you are not able to be present for the appointment, don't worry! Service is always conducted in the presence of a Tridel employee or security guard. Any follow up actions or next steps will be communicated afterwards.





## Appliances

In line with our commitment to you, all major appliances from Whirlpool are warranted for three years. All other brands are warranted for two years from the date of the interim closing.

### How do I report appliance concerns?

You will need the following information to report an appliance deficiency

1. Your contact information, including the name of your community (which is Scala) and your suite number.
2. Your suite closing date, which can be found on the Tarion sticker inside your electrical panel.
3. The appliance type, brand name, model and serial number.
4. The nature of the defect, in as much detail as possible.

Depending on the brand of appliance, there are different ways to report concerns.



**For Whirlpool and KitchenAid Appliances:** Please contact Whirlpool at 1.800.807.6777 for warranty service.

**Helpful Note:** When calling for service indicate that it is for a new Tridel community.

It is important to document your case number when requesting service

### What to expect once you have reported the appliance concern?

1. The appliance warranty service provider will contact you within one business day to schedule warranty repairs.
2. If you do not receive communication from the service provider within a reasonable time or the appliance is not being serviced effectively, please contact us with your case number and details of service:
  - Scala: at 416.637.2216 or [scala.pm@delcondo.com](mailto:scala.pm@delcondo.com)

## Window Coverings & Alternation Requests

You may wish to add features like window coverings, shelving and wall-mounted TVs in your new home.

- Window coverings aid in maintaining the temperature within your home, allowing your home system to operate as intended. They will also protect your flooring and cabinetry from harmful UV rays over time could discolour or affect the moisture content in the wood. Please ensure that any outward facing coverings are a neutral colour like a white, cream, light grey, or beige.
- Hardware for window covering installation should never be screwed into the window frame. If you are unsure about proper installation, please hire a professional.
- For shelving and wall-mounted TVs, follow manufacturer instructions for mounting, and always use a stud-finder and appropriate hardware for metal studs. If you are unsure about proper installation, please hire a professional.
- For larger alterations and renovations in your home before Final Closing, it is important that we manage any trade-related work within the community. This will allow us to coordinate security and access control as well as preserve the common elements of the community. Please contact us at [ask@tridel.com](mailto:ask@tridel.com) to let us know about any planned alterations and renovations in your new home.
- Once you have a resident-elected Board of Directors, any alterations will need to be coordinated with your Del Property Management team and approved by your Board of Directors.

## Care & Maintenance

There are a few easy things that you should do regularly to help ensure your home performs optimally.

- Scala has ventless dryers which operate differently compared to traditional vented dryers. The main function of a ventless dryer is to remove moisture from clothing similar to a dehumidifier. You can expect drying times to range between 90 to 180 minutes depending on type of fabrics, load size and setting selections.
- Lint traps and filters on your ventless dryer should be checked before every use to ensure optimal performance.
- Every 2 to 3 months, you should change your fan coil filter (filters can be purchased through your Property Management office).
- Remove any hair buildup from your pop-up drain in your bathtub every 3 months.
- Turn on your kitchen hood fan when cooking and your bathroom exhaust while showering to remove lingering odours and humidity in the air, which can cause condensation.
- Each plumbing fixture in your home has a drain trap designed to provide a water barrier that prevents sewer gas odours from entering the suite. Any fixture that is not used frequently (second shower or toilet) should be turned on at regular intervals to replace this water barrier.

Your Property Management team often organizes community maintenance programs and can refer you to trades familiar with your home's features and finishes. Tridel.com is a great resource that includes DIY home maintenance videos, home care guides for your community and more.

Visit [www.tridel.com/resources/](http://www.tridel.com/resources/).





# Thinking of Renting Your Home?

## Del Condominium Rentals

We understand that your plans may change. If you are looking to rent your suite, Del Rentals is a worry-free option for renting it. The suite can be listed and shown by their agents.

- Before the building registers, you will have to use Del Rentals to rent your suite.
- If you want to rent your suite after the building has registered, you can do so through your own agent and can take advantage of our "Key-osk", which is a designated space for lock boxes where you can securely leave your keys for your agent to access. Please register with Property Management or the Concierge for the "Key-osk".

WEB: [delrentals.com](http://delrentals.com)

EMAIL: [info@delrentals.com](mailto:info@delrentals.com)

PHONE: 416.296.RENT (7368)

# Being a Good Neighbour

Condominium living gives you the best of both worlds. You have the advantage of ownership, without the hassles of maintenance, repairs and security concerns. You and your neighbours in your condominium community jointly own all the physical and mechanical structures, from the hallways and elevators to the recreational facilities and the outside grounds. This blend of ownership and coexisting with your neighbours requires respect and consideration to keep condo life enjoyable for all. Here are some tips that will help you be a good neighbour.

- Say hello as you pass in the hall, hold the door for someone with packages in hand and try to keep the noise down in your home. Keep your neighbours in the loop if you are planning to have a gathering that may temporarily increase the noise level.
- Your Property Management team is there to uphold the condo rules and regulations. Neighbours acting in contravention of those rules and regulations can be reported to your Property Management team and you can avoid any uncomfortable confrontations.
- Ensure proper disposal of your garbage and recycling. Make all bagged and tied garbage makes it down the chute completely. If it doesn't fit in the chute, take it to your designated oversized room in the garage.
- If you have a pet, they must be contained within your home and must not be allowed to roam free or be tied anywhere within or outside the condo. Outside your home, pets must be on a leash, carried or otherwise adequately restrained.
- If you and your pet are waiting for an elevator, it is best to stand back from the door so that you can see who is in the elevator or coming out of it. When getting into an elevator that already has passengers, ensure that they are comfortable sharing the space with you and your pet.
- If you have children or are babysitting, keep a watchful eye on them throughout the community. Please discourage them from running through the hallways, pressing all the elevator buttons, or leaving fingerprints on walls.
- Help keep your community safe and let your concierge know if something doesn't seem right, such as lurking strangers, defaced property, dangerous doings in the stairwells, or newspapers piling up outside someone's door. Don't let anyone that you don't recognize follow you inside the condo building. Insist they have the resident they are visiting buzz them up. You have a right to protect your community from strangers.
- Be careful when watering plants on your balcony to avoid a rainfall on your neighbour below.
- Never leave water running when leaving your home. In high-rises, damage from floods costs several hundred thousand dollars a year. Burst washing machine hoses, overflowing toilets and dishwasher disasters can all wreak havoc for residents several floors below you. If you're going away for an extended period, shut off water supplies to appliances and toilets to prevent unwanted surprises.
- Be cautious when driving in the underground garage. Roaring around corners or racing along the underground straightaway can seriously injure someone exiting their parked car, walking with a baby in a stroller, or moving slowly because of age or infirmity.
- Lastly, you should read and understand the by-laws and rules regarding your condo corporation. By finding out such things as how the building runs you can avoid potential conflicts with your neighbours and, worse, any legal headaches arising from inappropriate actions.





## Important Contacts

### Customer Care & Customer Connection Centre (C<sup>3</sup>)

Your Customer Care team is here to support you for any in suite maintenance and warranty concerns or questions and can be reached during office hours.

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

### Del Property Management & Concierge

Del Property Management is available for any concerns relating to common area spaces or community issues and can be reached during office hours.

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

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

Your Concierge provides access control and assistance for visitors and deliveries for both towers. They 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

### Emergencies

Reach your on-site Customer Care or Del Property Management team if you require immediate assistance as a result of flooding, loss of power or heat. These are considered urgent matters.

Outside of regular office hours, you can contact our Customer Connection Centre (C<sup>3</sup>) at 416.661.9394 or Del Emergency Line 416.495.8866.

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

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