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## YOUR CLOSING & MOVE-IN GUIDE

Everything You Need to Know About Moving into  
Your New Home

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# Planning Ahead

This Guide includes important information to help you prepare for your home's closing and as you move into your new home.

For everything you need to know about living in your new home and community, including warranty and service information, you can review the [Your Home & Community Living Guide](#). You can also access the [New Home Action Planner](#) for a step-by-step checklist so you know what to expect throughout the various stages of your new home journey with us.

## Your Home's Closing - Interim Closing vs. Final Closing

You will either interim close or final close on your occupancy date (when you take possession of your new home).

### Interim Closing

Interim closing occurs if your community has not yet become a registered condominium corporation. You will not receive the title to your home and will be required to pay a monthly occupancy fee until final closing. This fee is calculated based on the projected realty taxes, maintenance fees and interest on the unpaid balance of your home.

At this time, you and/or your immediate family member may occupy the suite. If you wish to rent your home during this period, you can do so through Del Condominium Rentals ([www.delrentals.com](http://www.delrentals.com)). Renting, selling and advertising your home for sale can only be done once the community has registered and after your Final Closing Date.

## Final Closing

Typically, if registration of your community occurs before your occupancy date, you will go to straight final closing and immediately take title of your new home. Final payments, such as mortgages, if applicable, and maintenance fees begin at final closing. During the closing process, your lawyer will confirm whether you are interim closing or final closing on your occupancy date.



[Learn more](#) about registration and final closing.



## Complete Your Registration Forms Before Your Occupancy Date

You will receive your Del Property Management registration forms via email after your Pre-Delivery Inspection (PDI). These documents must be completed and submitted to Property Management on or before your occupancy or your move-in date to activate your community access devices.

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

- Owner and resident profiles of all people living in your suite, identifying any special requirements;
- License and vehicle information to register your vehicle to ensure seamless access to the resident parking garage, if applicable;
- Phone numbers for the community entry system to allow remote guest entry;
- Lease information, if applicable; and
- Pet profiles, if applicable.



# Plan Your Move

If you are moving into your new home, you may want to schedule your moving arrangements a month to two months before to ensure you secure your preferred date and time. Moving arrangements may include booking the elevator and scheduling a professional moving company. We recommend that your professional movers conduct an on-site visit to your new community to ensure they have all the necessary equipment. You can contact your Property Management team to arrange a visit for your moving company.



We recommend moving in AFTER your occupancy date, as lawyer and bank transactions are often completed late afternoon.

Below are some recommendations to help you prepare for your move.

## Book Your Elevator

You will need to reserve the moving elevator for your move and any deliveries of large items in advance to ensure that the elevator can be placed on service for your convenience, with the appropriate protections for the interior finishes. Elevator time slots are four (4) hours in length.

Before taking occupancy, you can book the moving elevator directly with your Property Management team. Please note that a damage deposit may be required to book.

As a reminder, we recommend you reserve the moving elevator early to ensure you secure the date and time that works best with your schedule.

Your Concierge may assist you in navigating this area during your move.

## Arrange Your Insurance

As a homeowner, you will need to have homeowner's insurance whether you occupy or lease your suite. Your lawyer may request your certificate of coverage one or two weeks before your occupancy date.



[Click here](#) for more information on insurance coverage and details of your community.

# Update Your Mail & Other Services

In preparation for your occupancy date and move, below are a few tips we recommend you do prior to your move:

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



Your mailing address is:  
155 Merchants' Wharf, Suite #  
Toronto, ON  
M5A 0Y4

Canada Post will typically begin service to a new community a few months following the first occupancies. Until then, mail will be routed to the nearest Canada Post Distribution Centre. You can pick up your mail with photo identification and proof of residency at the Distribution Centre.

## Secure, Automated Parcel Delivery

We have partnered with Luxer One to offer convenient courier access and secure package storage in your community, where your packages are directly delivered to a smart locker in the parcel room. You will receive a delivery notification with instructions on how to retrieve your parcel. To use this feature, be sure to create a profile within the community app. For more information on the community app, refer to page 12 in the [Your Home & Community Living Guide](#).

In some cases, if the parcel is too large to fit within the locker system, the Concierge can accept packages on your behalf. However, a waiver must be signed beforehand; this waiver can be found with your Del Property Management registration forms. Be sure to submit it along with all other completed Del Property Management forms. Please note that the Concierge cannot accept registered mail, oversized or heavy items, and packages cannot be left unattended in hallways or in the mailroom.



# Arrange Your Utilities - Electricity, Water, Heating & Air Conditioning

In your new home, your utilities are metered by Provident Energy Management. Each suite is individually metered, so you only pay for what you use and can control your costs. You should receive your first bill approximately two months after your occupancy date. Paperwork to transfer utility services from the builder to the homeowner is included as part of the Closing Package Documents received by your lawyer, ensuring no interruption in services for your home.

Before you move into your new home, contact your current utility provider(s) to give notice about your move and cancel your service.



For electricity, hot water, natural gas, heating, and cooling, contact Provident at 416.736.0630 or [customerservice@pemi.com](mailto:customerservice@pemi.com).

## Electric Vehicle (EV) Parking

If you purchased an EV parking spot, it will be ready for use beginning on your occupancy date. You will have a second electrical meter reading on your bill related to your EV consumption. For more information, refer to [Your Home & Community Guide, page 4](#).

# Arrange Your Internet, TV & Home Phone

As part of your monthly maintenance fees and through an exclusive arrangement with Beanfield, we are able to provide [1 Gbps Fibre Internet](#). Beanfield also offers TV and home phone services. Before moving in, you can visit [Beanfield's website](#) to schedule installation after your possession date. They require at least two weeks to activate your services. If you have any questions, you may contact Beanfield directly at 416.532.1555 or [info@beanfield.com](mailto:info@beanfield.com).

Remember to cancel your current services by notifying your existing providers.





# On Your Occupancy Date

## Your Suite's Closing

To understand what happens on your occupancy date, it helps to know the steps involved:

- Your lawyer will courier the signed documents from the closing package and any additional cheques that were required to our lawyer. Please encourage your lawyer to send these documents at least a day or two BEFORE your occupancy date to expedite the closing day process.
- Our lawyers will do their due diligence to ensure all necessary items are in order before they can confirm the suite has closed and access to your home is provided.
- Once all the paperwork is complete, our lawyers will inform the Customer Care team and let them know to release your keys. This can happen anytime between 9 am to 5 pm on your scheduled occupancy date, typically occurring late in the afternoon.
- **You will receive your Key Package on your occupancy date after your Closing Walk-through. This appointment will be confirmed at your Pre-Delivery Inspection.**

## Your Key Package

Once your suite has legally closed, your Key Package can be released. This package contains your community access devices, such as fobs/smart keys, suite, locker, and other common area keys (as applicable). If your community requires the use of fobs, you can request additional fobs from your Property Management office for a fee.

## Not Moving in Right Away?

All homes need regular care and maintenance. We understand that your plans may change, but we recommend that you don't leave your home alone. Leaving your home alone too long may have unexpected consequences as many finishes are susceptible to changing temperatures, especially during summer and winter. It is important that you leave your suite at an appropriate temperature and that the main water is turned off during extended absences.

Extended absences without regular monitoring, as defined by many insurance policies, can be as little as a few days. If you are not planning to move into your new home soon, or you plan to be away from your new home for an extended time, we recommend that you continue to arrange regular visits to ensure everything runs smoothly in your home.

# Moving Day

We look forward to welcoming you to your new home. To make your moving day as easy as possible, we have provided important information that you can also share with your professional moving company.

## ELEVATOR BOOKINGS

Community app (SmartOne) or  
Del Property Management  
[aqualuna.pm@delcondo.com](mailto:aqualuna.pm@delcondo.com)

PHONE: 437.222.4104

## MOVE-IN TIMES

Scheduled for 4 hours.  
Please arrive on time.

Mon - Fri

12 pm - 4 pm / 4 pm - 8 pm

Sat - Sun, Holidays

8 am - 12 pm / 12 pm - 4 pm / 4 pm - 8 pm

## MOVE-IN DIMENSIONS

Moving Door

3'6" W x 7'0" D

Moving Cab

6'0" W x 4'0" D x 8'6" H

For oversized items, please contact  
Property Management before your scheduled  
move-in day to make other arrangements.

## YOUR MOVE-IN AREA



- 155 Merchants' Wharf, Toronto, ON, M5A 0Y4
- The loading bay is located on the west side of the community and can be accessed via Merchants' Wharf.
- Suites on the south side of the community will access the moving elevator on P1 via the service elevator from the loading bay.
- Suites on the north side of the community will access the moving elevator directly from the loading bay.
- Once you have arrived, you can get access to the moving area through the Concierge.



# Important Contacts

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

Your Customer Care team is here to support you with any in-suite maintenance and warranty concerns or questions related to your home. To submit service requests, visit [MyTridelHome.com](https://www.mytridelhome.com).

EMAIL: [aqualunacc@tridel.com](mailto:aqualunacc@tridel.com) or [ask@tridel.com](mailto:ask@tridel.com)

PHONE: 416.661.9394

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

## Del Property Management

Del Property Management is available for to help with community access, amenity bookings, and questions about moving in to your new home. They can also address any concerns relating to common area spaces or community issues.

EMAIL: [aqualuna.pm@delcondo.com](mailto:aqualuna.pm@delcondo.com) | PHONE: 437.222.4104

HOURS OF OPERATION: Monday, Wednesday - Friday 9:00 am to 5:00 pm, and Tuesday 9:00 am to 7:00 pm.

## Concierge

Your Concierge provides access control and assistance for visitors and deliveries. They are your first contact in case of in-suite or common element emergencies.

EMAIL: [aqualuna.concierge@delcondo.com](mailto:aqualuna.concierge@delcondo.com) | PHONE: 437.222.4103

## Emergencies

Contact your on-site Customer Care or Del Property Management team if you require immediate assistance as a result of flooding, or 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 the Del Emergency Line at 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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