

# 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.

