

CHATEAU

AUBERGE ON THE PARK

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ENTERPRISES



YOUR HOME & COMMUNITY LIVING GUIDE

Everything You Need to Know About Your
New Home and Community

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Welcome to Your New Home

This Guide includes important information to help you enjoy your new home and community from day one, after you pick up your keys.

For everything you need to know about closing and moving into your new Tridel home, including how to access your home, you can review [Your Closing & Move-In 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 Key Package

When your suite has legally closed, your Key Package will be released to you. This package contains your community access devices, such as fobs, suite, locker, and other common area keys (as applicable) and can easily be picked up through your community's Concierge. If your community requires fobs, you can request additional fobs from your Property Management office for a fee.

Del Property Management Registration Forms

These documents must be completed and submitted to Property Management on or before your occupancy or move-in date to activate your community access devices, such as fobs, if applicable. The registration forms were emailed to you following your Pre-Delivery Inspection but can also be picked up from the Property Management office.

TridelConnect™ by CityLink - Smart Home Technology

From digital suite entry with your phone to thermostat control, accessing your home's smart features is easy and convenient using the TridelConnect™ by CityLink smart-building operating system.

Controlling Your Home's Heating & Cooling

Your in-suite thermostat is also connected to the app. Remote thermostat control lets you change your temperature settings no matter where you are so you can maximize energy savings.



Through the app, you will also have convenient access to information about your community, easily book amenity spaces, review notices and reminders, and much more. You can download the app through Google Play Store or the Apple App Store. More information about using the app in your community can be found on [page 11](#).

Utilities - Electricity, Water, Heating & Air Conditioning

In your new Tridel home, your utilities are metered by Provident Energy Management. Each suite is individually metered for natural gas, electricity, hot water, and thermal (heating or cooling), so you only pay for what you use and can control your costs. The meters are read from an electronic metering system and do not require access to your home. Access to your home will only be necessary if there is a problem with any of the meters located within your suite. You can expect your first bill approximately two months after occupancy.

Your Provident Energy Management bill will reflect usage from:

- **Electrical Meter** - located in the electrical closets in the common area corridor.
- **Thermal Meter** - located inside the in-suite fan coil unit. This meter measures the amount of heating and cooling used, of which the charges for consumption will be comprised of different components:
 - For heating, the charges 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 charges will be comprised of the electricity used to power the chiller, cooling tower and 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.
- **Electric Vehicle (EV) Parking** - If you purchased an EV parking spot, you would receive one EV card in your Key Package for the charge station. The EV card will be required to use your charging station.



For billing and account inquiries from Provident Energy Management, call 416.736.0630 or email customerservice@pemi.com.

[Click here](#) to learn energy-saving tips from Provident.

Your Home's Green Features

As one of Canada's largest condominium developers, Tridel is committed to being an environmental leader in our industry. We build with intentional and thoughtful design to conserve more energy, water, and resources than any standard Building Code-compliant building.

To learn more about the green features for your home, as well as Provident's Energy Saving Tips, read the [Chateau Green Guide](#).

Internet for Your Home

Ignite Internet Gigabit is included in your maintenance fees. 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 home 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's occupancy date. The one-year warranty coverage applies to defects in workmanship and materials and that your home is fit for habitation. The two-year warranty covers defects in workmanship or materials, specifically regarding the electrical, plumbing and heating delivery and distribution systems. It also covers water penetration into the building envelope. You may report any in-suite concerns at any time within your warranty period.

Items & Deficiencies Not Covered by the Warranty

Our service team will review all service requests to determine whether they are covered under warranty. It is important to review the list below to better understand what is not covered for your home and excluded from coverage.

- Damage reported after the occupancy date and/or taking possession of the home.
- Clogged plumbing fixtures or drains (unless defective workmanship can be demonstrated to have caused the problem).
- Normal wear and tear.
- Normal shrinkage of materials following construction.
- Defects in materials, design and work supplied by the homeowner or resident.
- Damage caused by dampness or condensation due to failure by the homeowner or resident to maintain adequate ventilation (e.g., use of hood fan while cooking or bathroom exhaust system (ERV), etc.) or temperature.
- Alterations, deletions or additions made by the homeowner or resident.



[Click here](#) for care and maintenance tips for your new home, or refer to page 8.

Contact Customer Care for Service

In-suite service requests must be submitted through your homeowner portal, MyTridelHome.com, by selecting Service Requests and entering all required information. Service requests are immediately entered into our system for review and follow-up by the service team to determine whether they are covered under warranty. You will also have access to information regarding the status and details of all service requests via the Deficiency History.

Service Response Times

Your service request will be acknowledged within one business day by our Customer Care team and will outline the next steps for service. Service is conducted between 9:00 am and 5:00 pm on weekdays and always conducted in the presence of a Tridel employee or security guard, even if you cannot attend the service appointment. Any follow-up actions or next steps will be communicated to you following the appointment.

Concern	Response Time
In-suite emergency (e.g., loss of access, power, heat, or flood)	Immediate Response
Complete loss of performance (e.g., loss of air conditioning or refrigeration)	Up to 1 week
Loss of optimal function or maintenance review (e.g., door swing, setting security alarm and thermostat)	Up to 2 weeks
Aesthetic or diagnostic where the concern requires additional investigation (e.g., drywall appearance or acoustic)	Up to 4 weeks



Appliances Registration & Warranty Process

Your appliance warranty starts on your home's occupancy date. All major appliances from Whirlpool have an extended three-year manufacturer's warranty; all other brands have a two-year warranty.

Register With The Manufacturer

We strongly recommend registering your appliances with the vendor to expedite scheduling warranty service in the future.



Whirlpool Appliances can be registered online at

whirlpool.registria.com/en-ca/pr_reg (your occupancy date will serve as your "Delivery Date").



All other appliance brands: Email concierge@appliancecanada.com with the below information:

- Your contact information, address of your community and suite number.
- Your suite's occupancy date. This can be found on the Taron sticker inside your electrical panel.
- The appliance type, brand name, model, and serial number.

Requesting Service for Your Appliances

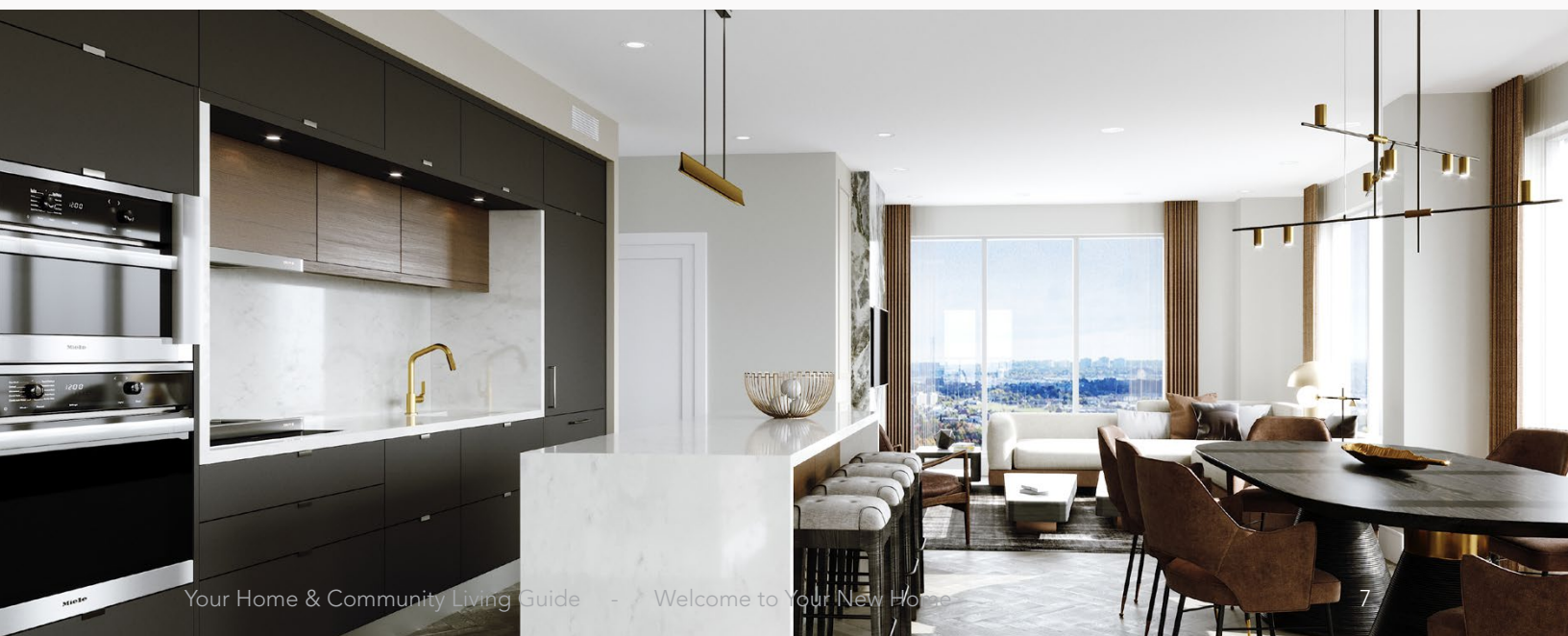
To expedite resolution, it would be best to contact the appliance vendor directly to coordinate service as they provide the warranty on appliances and have their own service technicians. If you have not registered your appliances yet, you will need to provide the information as noted above when booking service.

- For Whirlpool appliances, please contact Whirlpool at 1.800.807.6777 or visit www.whirlpool.ca/en_ca/schedule-repair.html for warranty service.
- For all other appliance brands, please contact Appliance Canada at 905.660.2424 ext. 2318.

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 happens after you've reported your appliance concern?

The appliance warranty service provider will contact you within one business day to schedule warranty repairs. 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 the service details.



Window Coverings & Alteration Requests

You may wish to add features like window coverings, shelving, and wall-mounted TVs in your new home. Below are a few helpful reminders for installing these features in your new home:

Window Coverings

- Please ensure that any outward-facing coverings are neutral, like 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.

Shelving and Wall-Mounted TVs

- Please follow manufacturer instructions for mounting, and always use a stud-finder and appropriate hardware for metal studs. If you are unsure about proper installation, we recommend hiring a professional.

Renovations

- For more extensive alterations and renovations in your home before Final Closing, it is important that Tridel manages any trade-related work within the community. This will allow us to coordinate security and access control and preserve the community's common elements. Review the [Additional Customization Guide](#) for more details and contact us at 416.661.9394 to inform us 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. Regular maintenance is also essential to help protect your new home investment, including its finishes and features.

Below are a few key items to note for regular care and maintenance. For a full list of items and when to perform them, you can review [Your Maintenance Checklist](#).

Homecare Maintenance Tips

- 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.
- Every plumbing fixture in your home has a drain trap designed to provide a water barrier to prevent sewer gas odours from entering the suite. Any fixture that is not used frequently (e.g., a second shower or toilet) should be turned on at regular intervals to ensure the drain trap is not dry.
- Remove any hair buildup from the pop-up drain in your bathtub every three months.

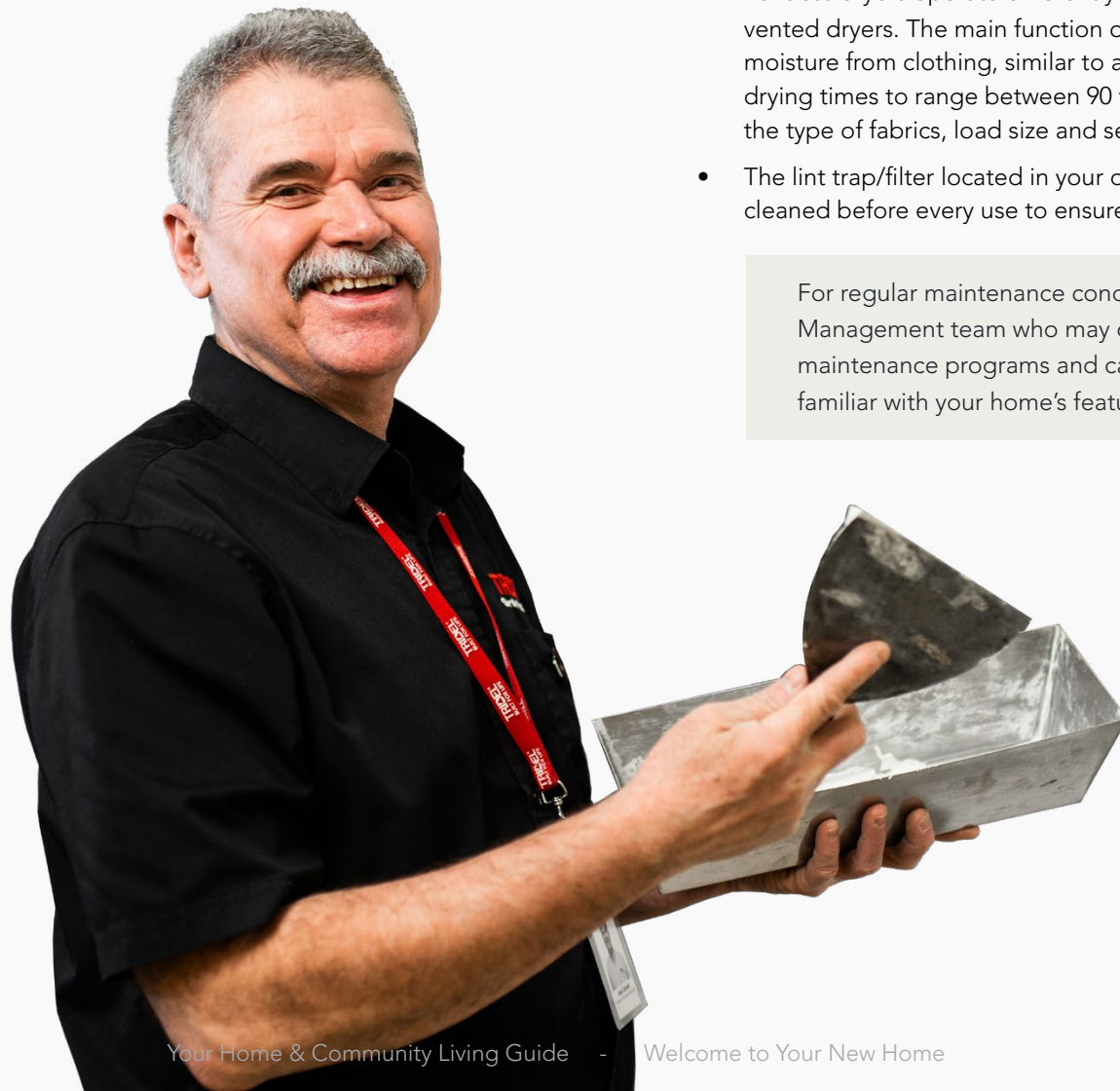
Fan Coil Maintenance

- Every two to three months, you should change your fan coil filter to help prevent blockages for sufficient airflow through the system. Filters can be purchased through your Property Management office or online. Avoid placing furniture adjacent to your fan coil unit to maximize efficiency.

Ventless Dryers

- Ventless dryers 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 the type of fabrics, load size and setting selections.
- The lint trap/filter located in your dryer should be checked and cleaned before every use to ensure optimal performance.

For regular maintenance concerns, contact your Property Management team who may organize community maintenance programs and can refer you to trades familiar with your home's features and finishes.





Balconies & Terraces - Exclusive-Use Common Area

An exclusive-use common area (e.g., your balcony or terrace, if applicable) is an extension of the suite that you may exclusively use, but it falls under community rules with regards to decorations and modifications. Please see below for a few rules and maintenance tips for exclusive-use common areas:

- Barbecues on Terraces (if applicable) - Electric barbecues are permitted on terraces, provided there is no enclosure above the space. Gas barbecues are only allowed where the vendor has installed the gas line connection. Propane or charcoal barbecues are not permitted on any balcony or terrace.
- Gas Line on Terrace (if applicable) - 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.
- Hose Bibs – Winterizing your hose bibs by mid-October is considered a best practice to avoid your hose bib from splitting, potentially causing a leak.
- Chateau is a non-smoking community. This includes the balcony or terrace space.



Other exclusive-use common areas are your parking spot and locker if you have purchased either or both of these units. For more information on Parking and Lockers, see [page 12](#).

Care & Maintenance

- Proper cleaning procedures for balconies/terraces include blocking the main drain, damp mopping the area and soaking up excess water before unplugging the drain. Damp mopping as required is recommended.
- Do not shake your carpets, area rugs, brooms, etc., or sweep the dirt off your balcony/terrace.
- Do not hang articles over your balcony/terrace (e.g., rugs, clothing, planters).
- Do not throw any items off the balcony/terrace (e.g., cigarette butts, bottle caps or garbage).
- Do not store or have any combustible and flammable items on your balcony/terrace.
- Bird feeders are not permitted.



Thinking of Renting Your Home?

Enjoy Peace of Mind with Del Condominium Rentals

We understand that your plans may change. If you want to rent your suite, Del Condominium Rentals is a worry-free option.

Del Condominium Rentals is a turnkey rental management company that helps you lease your condo during the interim-occupancy period and beyond. They help market your condo, screen potential tenants, manage tenant communications, collect rent, and offer you real-time information about all the details of your suite through a dedicated and secure online client portal.

WEB: delrentals.com

EMAIL: info@delrentals.com

PHONE: 416.296.RENT (7368)

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 take advantage of our "Key-osk", 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".



Welcome to Your New Community

TridelConnect™ by CityLink - Community App & Access to Your Community

TridelConnect™ by CityLink makes your everyday living experience more convenient. From peace of mind features like hands-free entry and free Wi-Fi in the common areas, we're bringing it all together for a better living experience.



Through the app, you will also conveniently be able to access your suite through digital keys and can control your home's heating and cooling. You can download the app through the Google Play Store or the Apple App Store. More information about using the app in your home can be found on [page 04](#).

Smart Entry System

Minimize door contact and never worry about forgetting your keys again. The app acts as a digital key so you have hands-free access to your community. You will be provided a fob for suite access as well.

Community News & Messaging

Important community news or other messaging (e.g., reminders) will be displayed on the community app by your Property Management team. You will also have access to the Doc-Box for important documents, such as the condominium rules and appliance manuals.

Amenity Booking

As a resident, your smartphone is your pass to the community, allowing you to enter and enjoy the common areas and amenities through the community app. You can easily select and book amenities directly within the app, however, as a friendly reminder, Property Management requires completed registration forms for all residents to reserve amenity spaces.

Chateau has the following amenity spaces for your enjoyment:

P2 Level

- Parcel Storage
- Pet Wash
- Property Management Office

5th Floor

- Fitness Studio
- Study
- Private Dining
- Entertainment Lounge
- Yoga Studio
- Changerooms
- Pool & Spa
- Outdoor Terrace with BBQs, Dining Areas and Fireplace Lounges

Alternative Access to Your Community for Guests

When not using the community app to allow guest entry, your visitors can use the following methods:

Touch Screen Entry System

The community entry system, located in the lobby vestibules and visitor vestibule within the parking garage, utilizes an auto-dialer to allow visitors to announce their arrival quickly and conveniently. Be sure to register your name(s) through the Del Property Management registration forms if living in the community to ensure your name appears on the entry system.

To use the entry system panel, visitors simply follow the instructions on the touch screen. Visitors will select your name from the directory to dial your phone number, where you can answer, speak to your guest(s) and permit entry from your in-suite wall pad. If you do not wish to allow guests to enter, simply hang up. This will terminate the call.

Secure, Automated Parcel Delivery

CityLink and Snail have partnered 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.

In some cases, if the parcel is too large to fit within the locker system, the Concierge can accept packages on your behalf, except for registered mail, oversized and/or heavy items. Packages cannot be left unattended in hallways or in the mailroom.

Lightning-Fast Internet & Cell Coverage in Your Community

Stay connected with free Wi-Fi throughout the building's common amenity spaces. Chateau has a distributed antenna system to support the transmission of cell signals to ensure you maintain cell coverage within most areas of the community.

Parking, Lockers & Bike Storage

Garage Access via the CityLink App - Access to the garage is made possible through the CityLink app. Make sure to have your CityLink app open as you approach the garage in your vehicle. The bluetooth beacon from the app will connect with the sensors granting access to the garage automatically.

Residential Parking - You may have purchased a parking spot with your suite or rented one from another homeowner. 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 towed at the owner's expense. Contact the Property Management team if you cannot 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. There are also two EV charging spots available on the P2 level that are pay per use. These spots are available on a first-come, first-serve basis. Chateau also has an EV Car Sharing Program available for a fee. Register your guest's vehicle with the Concierge or through the community app. Your visitors will require a parking pass for overnight visitor parking or multiple days. In most cases, you will be issued a few parking passes each month that you can use to secure a spot for your visitors.

Anyone parking in the visitor parking without the permission of Property Management may be ticketed and towed at the owner's expense.

Panic alarms and airphones are installed on parking pillars in the garage that connect you with the Concierge. In an emergency, press the button to alert the Concierge. Closed-circuit cameras will allow the Concierge to see your location and notify authorities.



Lockers Rooms

If you have purchased a locker, access to the locker room is provided by a fob or common area key, as applicable. Each locker room has several lockers within, and keys to your individual locker will be provided in your Key Package. If locker keys are lost and require replacement, contact your Property Management team and they will coordinate service for a locksmith to replace the locking mechanism - the cost of this service will be the responsibility of the homeowner.



Please ensure that all articles stored in lockers are kept within your locker and 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 Chateau can be found on the P2 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 when you no longer need the bicycle rack.

Visitor Use - Visitor bicycle racks are also located on the P2 level of the community. Your visitor will need to register with the Concierge when they arrive. The use of these racks is 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.

Common Areas

Common areas (e.g., hallways, stairways and elevators) and amenities are shared spaces within the community that are owned by the Condominium Corporation for everyone's use and enjoyment. We recommend reviewing the detailed rules and regulations, which are upheld by Property Management. These can be found in your community app, but we have listed a few key items below:

- 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.
- Proper footwear and clothing (as required by city by-laws) must be worn in the common areas of the building at all times.
- Pets must always be on a leash when in the interior common areas of the community (e.g., hallways, elevators, the lobby).

Recycling & Disposal

Your community is designed to make waste disposal and recycling convenient and accessible. It's everyone's responsibility to keep the community clean and safe by properly disposing of their waste and recycling.

Garbage chutes are located in the corridors of floors 3 to GPH within a Recycling & Disposal room and are equipped with a tri-sorter system that separates garbage, organics, and recycling. Suites located on floors P1, Ground or 2 have a dedicated garbage room on their floor with separate bins for garbage, organics, and recycling. Below are a few reminders when using the Recycling & Disposal Rooms:

- Follow the rules within the room on how to use the system.
- We recommend using the garbage chute between 8:00 am and 10:00 pm out of respect for your neighbours.
- All garbage must be properly bound, packaged, bagged, and sealed to prevent any 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. Please break down each box and flatten them before placing them in the proper bin of the Bulk Disposal Room located on the second floor.
- Hazardous Waste Materials Bin is also located within the Bulk Disposal Room.



Petiquette (Pet Rules)

Living in a condo is about creating a strong sense of community while respecting each other's 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. Please read below for a few key reminders on pets within the community:

- All pets should be registered with the Property Management team, especially for emergency and fire safety response.
- If you have a pet, it must stay 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.

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.



Being a Good Neighbour

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 and best practices for condominium living:

- Help keep your community safe and let your Concierge know if something seems wrong, such as defaced property or suspicious activity. Don't let anyone you don't recognize inside the condo building. Insist they have the resident they are visiting allow entry. You have a right to protect your community from strangers.
- To avoid any uncomfortable confrontations, you can report any acts in contravention of the condo rules and regulations to Property Management.
- Keep your neighbours in the loop if you plan to have a gathering that may temporarily increase the noise level.
- 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.
- Be careful when watering plants on your balcony to avoid water trailing on your neighbour's balcony below.
- Never leave the water running when leaving your home to avoid potential leaks, which have consequences for you and 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 and keep to the speed limit. Pay attention to pedestrians walking from their cars to the elevator lobbies.
- Read and understand the by-laws and rules regarding your community. By finding out how the building runs, you can avoid potential conflicts with your neighbours and, worse, any legal headaches arising from inappropriate actions.



Registration of Your Community

Registration refers to the formal creation of the Condominium Corporation. The process is initiated when the vendor submits plans and paperwork to the requisite governmental authorities once all the suites and common elements within the project have been substantially completed. Once your community is registered, you can final close on your suite.



[Click here](#) for more information on Registration and Final Closing.

Board of Directors

The Board of Directors will be formed after the 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 responsible for working 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 be able to decide and speak on behalf of all homeowners and are responsible for ensuring that:

- Property Management collects all fees from owners in a timely fashion;
- Invoices are paid, proper records are kept, the budget is duly prepared, contracts are awarded after a tendering process, and adequate insurance is maintained;
- Reserve funds are sufficient, and annual general meetings are carried out;
- Status certificates are reliable;
- Residents' legitimate complaints are addressed, making sure that their needs and rights are respected, and that they can enjoy their suites peacefully, as per the Act;
- There is communication with residents and/or owners, so they are informed and feel empowered.

We strongly recommend that you play an active role in your community's future by participating in and voting at the Turnover Meeting.

Important Contacts

On-site Customer Care & Customer Connection Centre (C³)

Your Customer Care team is here to support you for any in-suite maintenance and warranty concerns or questions related to your home.

EMAIL: chateaucc@tridel.com or 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 any concerns relating to common area spaces or community issues and can be reached during office hours.

EMAIL: chateau.pm@delcondo.com | PHONE: 647.368.7265

HOURS OF OPERATION: Monday, Tuesday, Thursday & Friday 9:00 am to 5:00 pm, and
Wednesday 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: chateau.concierge@delcondo.com | PHONE: 647.368.7428

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 (C³) at 416.661.9394 or the Del Emergency Line at 416.495.8866.



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