

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.

