



# YOUR CLOSING & MOVE-IN GUIDE

Everything you need to know about closing and moving  
into your new Tridel 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 Tridel 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

On your occupancy date (when you take possession of your new home), you will either Interim Close or Final Close.

### 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, 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 at 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 only 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 hours in length.

Before taking occupancy, you can book the moving elevator through the community app or 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.

### A Note For Your Community

Tridel at The Well Signature Series is part of the larger community at The Well, which includes residential, commercial, and retail spaces. These spaces share the loading bay on the P4 level of the underground parking garage, where you will unload your belongings to move into your new home. You can access this area from Front Street. If required, assistance can be available to help you navigate this area during your move. More details can be found on [page 9](#).

## 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 your address for your driver's license and health card through Service Ontario.
- Notify government services, such as Canada Revenue Agency, of your address change.



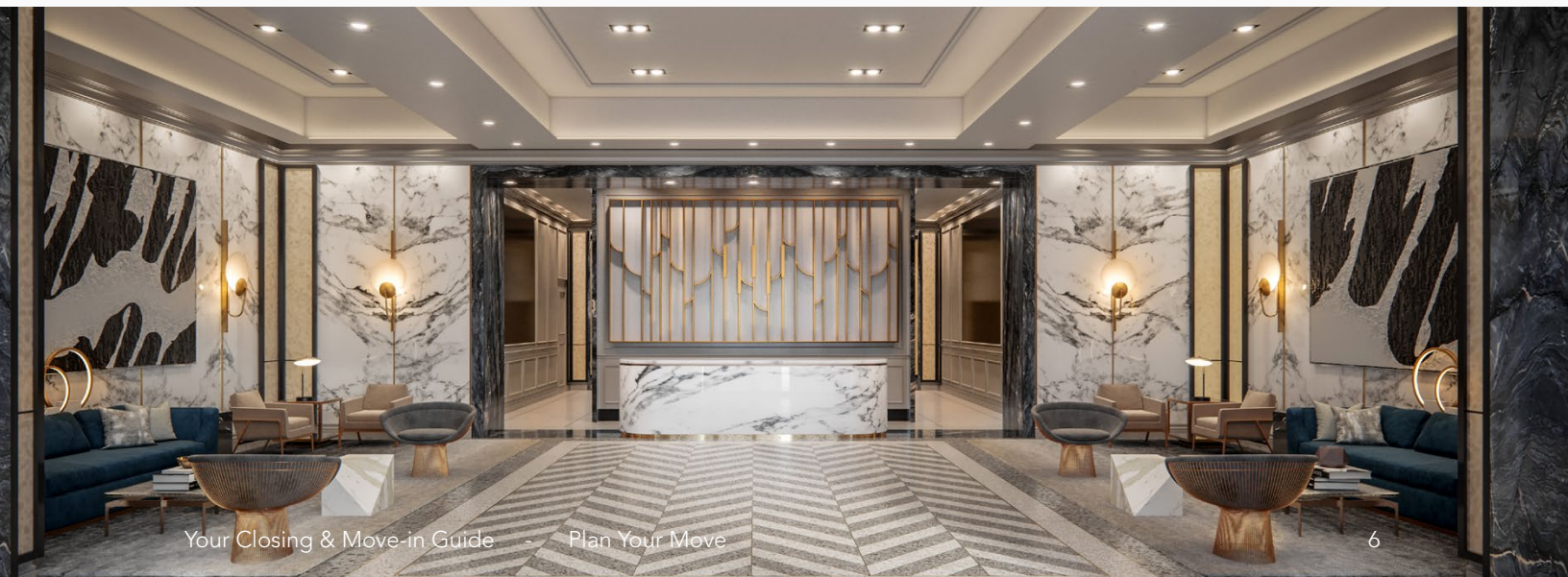
Your mailing address for Tridel at The Well Signature Series:  
455 Wellington Street West, Suite #  
Toronto, ON  
M5V 0V8

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

1VALET and Luxer One 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 with 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 Tridel 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 Tridel 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 and Community Guide, page 4](#).

# Arrange Your Internet, TV & Home Phone

As part of your monthly maintenance fees and through an exclusive arrangement with Rogers, we provide Ignite Internet Gigabit with download speeds of up to 1.5 Gbps and unlimited usage. Rogers also offers TV and home phone services.

Before moving in, you may contact Rogers directly to schedule installation after your possession date. They require at least two weeks to activate your services. To make things easy, we have shared your contact information with Rogers so they can coordinate your service with you, but you can contact them earlier at 1.855.759.5856.

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:

- 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.
- 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.
- 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.
- A Homeowner Orientation & Closing Walkthrough is scheduled with the Customer Care team during the afternoon of your occupancy date to review your home systems and maintenance and provide a tour of your community, including parking and locker, if applicable.

## Your Key Package

Your key package may be released to you after your Homeowner Orientation & Closing Walkthrough, provided the suite has legally closed. Your Key Package contains your community access devices, such as fobs, suite, locker, and other common area keys (as applicable). If you are not available on your occupancy date to receive your keys, you may schedule an appointment to pick up your key package during office hours. 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 the main water shut-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

1VALET Resident App /  
Del Property Management  
[thewell.apm2@delcondo.com](mailto:thewell.apm2@delcondo.com)

## MOVE-IN TIMES

Scheduled for 4 hours.  
Please arrive on time.

Monday - Friday

12pm - 4pm / 4pm - 8pm

Monday - Sunday, Holidays

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

## MOVE-IN DIMENSIONS

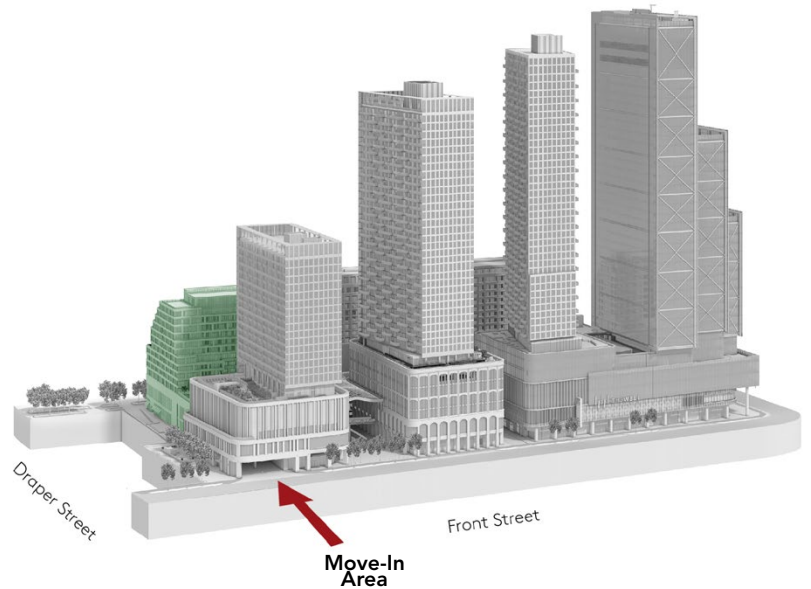
Moving Elevator  
6'1" W x 4'3" D x 8'3" T

Moving Elevator Door  
3'2" W x 6'9" H

Loading Bay Garage Door  
6'0" W x 7'0" H

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

## YOUR MOVE-IN AREA



- 455 Wellington Street West, Toronto, ON M5V 0V8
- Moving trucks can access the loading bay off of Front Street between Draper and Spadina
- The moving elevator is located on P4.
- Once you have arrived, you can get access to the moving area through the Concierge.





# After You Have Moved In

Now that you have moved into your home, below are a few reminders. You can also refer to the [Your Home & Community Living Guide](#) for more information.

## Parking

There are three entry points to access underground parking at The Well:

- The Residential Passholder Entry to the underground parking is located on Wellington Street West, near the corner of Draper Street and Wellington. This entry brings you directly to P3.
- Commercial and residential parking can be accessed off of Wellington Street West, closer to Spadina Ave. There is also an alternate entrance off of Front Street West. The Front Street entrance shares access to the loading bay. To access commercial and residential parking, follow the far right traffic lane.

## Residential Parking

Tridel at The Well Signature Series residential parking is located on levels P5 and P6. If you have purchased a residential parking spot, you will receive one transponder per parking spot in your Key Package. This transponder will allow you to exit the commercial parking area and bypass payment. Precise ParkLink does not allow more than one transponder per parking spot. Note that if you purchased a residential parking spot, the spot assigned to you is the only spot you should be parking in.



**Important Note:** Precise Parklink allocates residents ten minutes to get to their residential parking area. This timer will start upon entry to the underground garage. If you have not reached your residential parking area before the time runs out, Precise Parklink will bill the Corporation for commercial parking fees incurred until the next exit of the garage. These fees will be charged back to the resident by the Corporation.

## Visitor Parking

Visitors are welcome to park in the commercial paid parking located on levels ground, P1, P3, and P5. The commercial parking is independently operated by Precise ParkLink.

# TridelConnect™ by 1VALET – Community App & Smart Home Technology

From digital entry with your phone to facial recognition or using a pin code, community access at Tridel at The Well Signature Series is seamless with the 1VALET smart-building operating system. TridelConnect™ by 1VALET also offers:

- Suite entry with a digital key;
- Remote unlocking of community doors;
- One-way video calling from the community entry system;
- Sharing community access with guests via SMS text messaging;
- Courier parcel scanning technology and delivery notifications;
- Community news and messages from Del Property Management;



As a reminder, although you can reserve time to use the amenities through the app, you will need to complete the Del Property Management registration forms to gain access first.

Closer to your occupancy date, you will receive a text or email from 1VALET, the smart home technology provider, with an invitation to download their app, which can be downloaded through the Google Play Store or the Apple App Store. View the [Your Home & Community Living Guide](#) for more information on TridelConnect™ by 1VALET.



## Disposal & Recycling

After you move in, you should properly dispose of your waste and moving boxes. It is everyone's responsibility to keep the community clean and safe.



Do not place large boxes in the garbage chutes or on the floor of the Disposal & Recycling room as this creates blockages. For large items (e.g., large boxes, mattresses) or hazardous waste, please use the "Bulk Disposal Room" located on the P4 level of the garage. Break down each box and flatten them before placing them in the proper bin.



[Click here](#) for more information about living in your new home and community, read Your Home and Community Living Guide.

# Important Contacts

## On-site 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.

Tridel at The Well Signature Series - Tower C - EMAIL: [thewellccc@tridel.com](mailto:thewellccc@tridel.com) or [ask@tridel.com](mailto:ask@tridel.com)  
PHONE: 416.661.9394

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

## 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.

Tridel at The Well Signature Series - EMAIL: [thewell.apm2@delcondo.com](mailto:thewell.apm2@delcondo.com) | PHONE: 647.348.9834

HOURS OF OPERATION: Monday, Tuesday, Thursday and Friday 9:00am to 5:00pm  
and Wednesday 11:00am to 7:00pm | Closed between 12pm to 1pm

## 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.

Tridel at The Well Signature Series - EMAIL: [thewell455.concierge@delcondo.com](mailto:thewell455.concierge@delcondo.com) | PHONE: 647.347.9702

## Emergencies

Contact 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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