


# HULLMARK CENTRE

## Your Guide to Moving In

**TRIDEL**  
BUILT FOR LIFE

5 SHEPPARD AVENUE EAST



At Tridel, we understand that you're moving more than just your "stuff". You're moving you. And that involves a great deal. We've helped thousands of people move into their new homes with ease. While it's exciting, we also appreciate that it's a lot of work. So remember, we're here to help and we hope this is a good start.

Once again, congratulations and welcome to your new home. Welcome to Tridel.



## Helpful Documents and Other Links

Below are links to documents that outline important information as well as things you need to take care of at least two weeks before your moving date.

[Your Homeowner Orientation - What to Expect](#)

[Del Condominium Rental - Help Manage or Rent Your Home](#)

[bazinga! - The Private Social Network & Essential Utility](#)

[Top 10 Items to Take Care of Before your Move](#)

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# Home Orientation

Allow me to introduce myself.  
Your new home.

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At Tridel, we have the privilege of witnessing the burst of “new home pride” every day, and it’s something that we never take for granted. We want the first time you see your home to be the best experience possible. We’ve created your Homeowner Orientation to be just that. We’ll be calling you soon to schedule yours.

## What is it?

Your Home Orientation is an incredible introduction to your new home and community. You’ll have the first walk through of your home and tour all the amenity spaces of your condominium. Take advantage of the opportunity to meet your Del Property Management team before your move in and learn how to navigate the condo lifestyle - from booking your party room to easy recycling practices.

## When it is?

Your Orientation typically takes place 1 month before your occupancy date (and no later than one week before) and lasts between one to two hours. It’s scheduled during normal business hours while both Customer Care and Construction personnel are on-site. If you have a schedule that makes this difficult, we’ll arrange an after hours or weekend appointment.

The gap between your appointment and your move in date allows time for trades to correct most of the concerns that we may find. While we make every attempt to have your home complete, there are sometimes circumstances such as limited craftsmen or material delays, which delay the correction of concerns within your home.

Please note that the Orientation never occurs after you have occupied the home.

**CAN'T MAKE IT?** If you already know that you’ll be unable to attend your orientation, please fill out our Designation of Agent form beforehand, so that a designated person can conduct the appointment for you.

**RUNNING LATE?** Please call if you’re going to be late. We’ve set aside two hours for your appointment and would hate to rush a good thing. Depending on the day’s schedule we may or may not be able to accommodate you.

**NEED TO RESCHEDULE?** Please provide 24 hour notice if you need to reschedule. A “no show” results in Customer Care conducting the appointment on your behalf.

**As a courtesy, we’ll provide a reminder phone call or email the day prior to your appointment.**



### Where is it?

Your Orientation will take place on site. You'll be directed to designated parking within the community or given clear direction to the lobby and concierge from street access, where a member of our Customer Care team will meet you and start your tour.

### Why is it important?

There are two basic goals of your orientation.

*To be sure that the physical construction of your home meets your expectations.*

While we pay the utmost attention to detail and we want to get it right, a second set of eyes is always welcome. We encourage you to ensure that all of the features and finishes you've specified for your new home are correct.

*To ensure that you receive the maximum performance from your home.*

While the condominium lifestyle is a carefree one, there are some maintenance responsibilities that come with it. Your Orientation will demonstrate the operation and maintenance of all your homes systems including climate control and appliances. Preventative maintenance and warranty coverage will be explained as well.

### Who's there?

From our end, a Tridel Customer Care Representative will conduct your orientation. Our staff has been skillfully trained in this discipline by our Warranty Supervisor.

From your end, we encourage you (rather than a designate) to personally attend this appointment. It's a bit of an intensive "workshop" on your new home with a lot of information, and for that reason we suggest only bringing one or two others to join you.

### How does it work?

Your Orientation is very detailed and a clear path of communication is crucial for the successful completion of your home. While we've significantly reduced the amount of paperwork throughout the process, below is an outline of the documentation that we deem necessary in making things run as smoothly as possible.

**CHECKLIST** - We have an Orientation checklist to ensure that nothing is overlooked. This helps standardize our process and ensure that we haven't missed anything. Your Customer Care Representative will review this checklist at your appointment.

**CCP FORM** - The Certificate of Completion and Possession is required by the TARION Warranty Corporation and is necessary to close your suite. During the inspection, the warranty sticker in the CCP is removed and placed on the electrical panel in your new home. Once you've completed your inspection, you'll be asked to sign the CCP. One copy of the CCP form is for your records and another copy will be sent to TARION Warranty Corporation to activate your warranty. Please present a copy of this form to your lawyer.

**HOME INSPECTION FORM** - This is a written form consolidating all the details of your walkthrough that require attention. You'll be provided with a copy of this form as well for your personal records. Concerns are later reviewed and entered into our electronic database to ensure efficient correction.



**HOME CARE GUIDE** - This guide includes details on caring for your new home as well as manufacturer's instructional information for items such as the alarm panel & thermostat. We suggest you review it at your convenience. It can almost always save you a visit to Property Management and rectify concerns quickly and painlessly.

#### What can I do?

Before your visit, review your Agreement of Purchase and Sale, including the finishes and features specifications as well as any Personal Selections. We'll have a copy on hand to ensure that everything specified has been completed. Please remember to wear proper footwear (closed toe) as our visit covers the entire home, which may include areas of construction. Occasionally, some amenities may still be under construction, prohibiting access.

#### Who will take care of me?

Our representatives attend to warranted deficiencies submitted through written forms during the warranty period.

#### When will we see you again?

Our next visit after you've moved in is your Home Care and Warranty Review. This ensures that you're comfortable with all of your homes technical maintenance requirements and provides another chance to follow up on any outstanding concerns. We'll contact you to arrange this shortly after you've gotten settled.

#### Goodbye (for now).

We strongly emphasize the importance of this orientation. We've learned that the time and effort put towards learning how to maintain your home has extremely long term rewards. As always, we strive to provide you with good information so that you're able to make informed decisions regarding your home. We look forward to seeing you soon.



# Peace of Mind. Del Condominium Rental



Recently, many of our customers have been asking a number of questions about how they can manage their suite during Interim Closing and before Final Closing, when they actually take ownership or "title" of their home.

As you are aware from your Agreement of Purchase & Sale, customers potentially interested in renting their suite are unable to do so until after Final Closing. However, as a result of our customer's feedback, I would like to introduce you to Del Condominium Rentals(DCR); our sister company focused specifically on providing you the opportunity to begin renting your suite earlier, right from Interim Closing.

DCR – a proud member of the Tridel Group of Companies - is the leader in the condominium rental industry; with over 1,400 suites across the GTA in their portfolio and over 20 years experience.

While DCR is required for every customer who will be renting their suite during the Interim Occupancy period, their success allows them to maintain a relationship long after we complete the community. Their focus is to maintain the investment asset by providing the following services:

- Marketing and advertising of your suite
- Tenant Screening
- Maintenance and Repair
- Accounting
- Insurance Coverage
- Compliance Enforcement
- Revenue Retrieval



In addition, DCR will maintain a coordinated presence on-site at Hullmark with staffing and a rental model suite for viewing. A dedicated team of employees will work hard to ensure that you receive a maximum return on your investment. When you partner with DCR you are providing yourself the opportunity to have a stress free investment experience. Now that's Peace of Mind.

We have started communicating with interested residents for Hullmark Centre and with occupancy starting in less than 90 days, we urge you to call DCR now so you can provide yourself the maximum opportunity to begin realizing a return right from Interim Closing.

To learn more about DCR and how to join the Del Condominium Rentals Management Program, you can call Laurie Cellupica at 416.558.1871 or email [lcellupica@delrentals.com](mailto:lcellupica@delrentals.com) or visit their website at [www.delrentals.com](http://www.delrentals.com).



**bazinga!**



## Tridel & bazinga!

bazinga! provides a way for Tridel residents to stay connected to their home, community and neighbourhood, enriching homes and unlocking the power of communities. The bazinga! platform provides residents, developers and property managers a centralized, private social communication channel, offering all parties an equal voice and open dialogue. As a resident of a Tridel & bazinga! building, you will have access to all of the features bazinga! offers, including:

### **My Home**

A comprehensive profile containing your home specifications, including homeowner manuals, floor plans, appliances, parking, storage, and more. Residents also have the opportunity to upload their own documents and information.

### **The Loop**

The building's central communication tool. Stay on top of building activity and share updates with all the key stakeholders in your community.

### **Documents**

All common building documents are stored securely in the cloud. Access minutes, AGM minutes, maintenance manuals, bylaws and more.

### **Messages**

Private or group messaging allows you to privately connect with your neighbours.

### **People**

Discover who is in your community through a list of all your neighbours. You can also connect quickly and conveniently with your community - residents and property management.

### **Neighbourhood**

View the local neighbourhood and vendors through integration with FourSquare. Leverage group-buying with specially discounted services exclusive to bazinga! residents.

### **Resident Care**

Any requests that require the concierge or property manager to follow up on are logged here.

### **Amenities & Services**

Access and book amenities, view hours, rules, status and photos.



# Top 10

## Before you move in “to do” list.

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1. Ensure that you've booked the elevator for your move with your Hullmark Property Management Team via email at [hullmarkcentre.admin@delcondo.com](mailto:hullmarkcentre.admin@delcondo.com) or 416.551.8946 or on-line with [bazinga!](#), your private social network and essential utility for your community.
  2. Contact moving company and arrange for a scheduled date and time
  3. Order moving supplies, if you'd like to start prepacking some items on your own  
Typically it takes about 8 hours to pack a three bedroom house, so allow yourself an extended amount of time, if you pursue this task on your own.
  4. Arrange for storage or sale of unnecessary items that you decide not to bring to your new home
  5. Notify Canada Post of your change of address  
Permanent address change within Canada for 6 months is approx. \$30 (plus applicable taxes). This service forwards your mail to a new address for a six month period.
  6. Notification of your change of address to the following:

√Doctor / Dentist	√Bank	√Work	√Memberships
√Lawyer	√Schools	√Credit Cards	√Fitness Institutions
√Accountant	√Veterinarian	√Family / Friends	√Daycare
  7. Change your address on your (1) driver's license, (2) vehicle registration and (3) OHIP  
These changes may be done online at a Service Ontario Kiosk
- The Ministry of Transportation regulates that you notify them of your move within six days of changing your address. The Ministry of Health advises that failure to notify them of your new address may affect your health coverage.
8. Change your address for any magazine or newspaper subscriptions
  9. Disconnection of existing alarm company servicing
  10. Disconnect and reconnect utilities to your new home address  
Please note that your lawyer will receive all required documents to initiate your utilities at Hullmark as they are separately metered.





# Your Checklist for Moving

## Send change to address to:

<b>Utilities:</b>	<input type="checkbox"/> Electric	<input type="checkbox"/> Gas
<input type="checkbox"/> Water	<input type="checkbox"/> Telephone	<input type="checkbox"/> Fuel
<b>Professional Services:</b>	<input type="checkbox"/> Doctor	<input type="checkbox"/> Dentist
<input type="checkbox"/> Chartered Accountant	<input type="checkbox"/> Lawyer	<input type="checkbox"/> Broker
<b>Publications:</b>	<input type="checkbox"/> Newspapers	<input type="checkbox"/> Magazines
<b>Established Business Accounts:</b>	<input type="checkbox"/> Dry Cleaner / Laundry Service	<input type="checkbox"/> Drug Store
<input type="checkbox"/> Diaper Service	<input type="checkbox"/> Water Softener Service	<input type="checkbox"/> Credit Cards
<b>Government &amp; Public Offices:</b>	<input type="checkbox"/> Provincial Motor Vehicle Office	<input type="checkbox"/> Social Insurance Number Administration
<input type="checkbox"/> Post Office	<input type="checkbox"/> Financial Institution	
<b>Insurance:</b>	<input type="checkbox"/> Life Insurance	<input type="checkbox"/> Automobile Insurance
<input type="checkbox"/> Home Insurance	<input type="checkbox"/> Health Insurance	<input type="checkbox"/> Other
<b>Miscellaneous:</b>	<input type="checkbox"/> Relatives & Friends	<input type="checkbox"/> Organizations & Clubs
<input type="checkbox"/> School(s)	<input type="checkbox"/> Landlord if you are a tenant	<input type="checkbox"/> Tenants, if you are a landlord
<input type="checkbox"/> Church		

## Before the Move:

<input type="checkbox"/> Empty Freezer	<input type="checkbox"/> Defrost freezer & refrigerator	<input type="checkbox"/> Remember cable TV arrangements
<input type="checkbox"/> Clean rugs or clothing		
<b>Order Final Reading of:</b>	<input type="checkbox"/> Gas / Oil	<input type="checkbox"/> Electric
	<input type="checkbox"/> Water	<input type="checkbox"/> Heating fuel
<b>Discontinue Service on:</b>	<input type="checkbox"/> Route deliveries	<input type="checkbox"/> Cleaning
	<input type="checkbox"/> Safety deposit box	<input type="checkbox"/> Telephone
<input type="checkbox"/> Plan for transporting pets	<input type="checkbox"/> Arrange for child care if required	



# Your Checklist for Moving

## Out of Town Purchasers

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Let a close friend or relative know your route and schedule. Transfer insurance on household goods and personal possessions to ensure coverage enroute. If your car or other possessions are not paid for, notify creditors and obtain permission to take property out of province. Have your appliances serviced for the trip. Notify the school about the intended move. Gather records or have transcripts forwarded. Obtain.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Medical        | <input type="checkbox"/> Medical prescriptions | <input type="checkbox"/> Birth / baptism records |
| <input type="checkbox"/> Dental records | <input type="checkbox"/> Inoculation records   | <input type="checkbox"/> Eyeglass prescriptions  |

Gather professional recommendations for new location, and return all borrowed books, etc.



# Survival Kit for Moving Day

Set aside the items that you may need immediately upon arrival at your new home. Pack all these items separately and mark the boxes by content.

- |  |  |  |
|--|--|--|
| <b>Cleaning Supplies:</b>                | <input type="checkbox"/> Detergent                   | <input type="checkbox"/> Kitchen Cleanser              |
| <input type="checkbox"/> Dish towels     | <input type="checkbox"/> Paper towels                | <input type="checkbox"/> Dish cloth                    |
| <input type="checkbox"/> Steel wool pads | <input type="checkbox"/> Sponge                      | <input type="checkbox"/> Glass cleaner                 |
| <b>Food:</b>                             | <input type="checkbox"/> Drinks                      | <input type="checkbox"/> Snacks                        |
| <b>Kitchen Supplies:</b>                 | <input type="checkbox"/> Plastic wrap                | <input type="checkbox"/> Trash bags                    |
| <input type="checkbox"/> Aluminum foil   | <input type="checkbox"/> Paper plates, cups, napkins | <input type="checkbox"/> Plastic knives, forks, spoons |
| <input type="checkbox"/> Plastic pitcher | <input type="checkbox"/> Small saucepan              | <input type="checkbox"/> Serving spoons                |
| <input type="checkbox"/> Tea kettle      |  |  |
| <b>Children:</b>                         | <input type="checkbox"/> Video                       | <input type="checkbox"/> Colouring books & crayons     |
| <input type="checkbox"/> Favourite toys  | <input type="checkbox"/> Books                       | <input type="checkbox"/> Puzzles                       |
| <input type="checkbox"/> Blanket         |  |  |
| <b>Bathroom:</b>                         | <input type="checkbox"/> Razor                       | <input type="checkbox"/> Facial tissue                 |
| <input type="checkbox"/> Toilet tissue   | <input type="checkbox"/> Bath towel                  | <input type="checkbox"/> Shower curtain                |
| <input type="checkbox"/> Face cloth      | <input type="checkbox"/> Soap                        | <input type="checkbox"/> First-aid-kit                 |
| <input type="checkbox"/> Asprin          |  |  |
| <b>Miscellaneous:</b>                    | <input type="checkbox"/> Tool box                    | <input type="checkbox"/> Several light bulbs           |
| <input type="checkbox"/> Flashlight      | <input type="checkbox"/> Extra batteries             | <input type="checkbox"/> String or twine               |
| <input type="checkbox"/> Old newspaper   | <input type="checkbox"/> Laundry detergent           | <input type="checkbox"/> Local phone book              |



# Change your Address with Service Canada

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The Ministry of Transportation regulates that you notify them of your move within six days of changing your address.

The Ministry of Health advises that failure to notify them of your new address may affect your health coverage.

## Ministry Locations

### In person:

Unit 417 4th Flr, 47 Sheppard Avenue East  
Toronto, ON  
Hours: 8:30 am to 5:00 pm Mon - Wed & Fri  
8:30 am to 7:00 pm Thursday



Unit 21A, 100 Steeles Avenue West  
Thornhill, ON  
Hours: 9:00 am to 5:00 pm Mon - Wed & Fri  
9:00 am to 7:00 pm Thursday  
9:00 am to 1:00 pm Saturday



Unit 51, 1170 Sheppard Avenue West  
North York, ON  
Hours: 9:00 am to 5:00 pm Mon - Wed & Fri  
9:00 am to 7:00 pm Thursday  
9:00 pm to 1:00 pm Saturday



**On-line:** [Service Ontario](#)



# Always On. Rogers Communications

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Tridel's commitment to our customers is demonstrated throughout the homebuying journey, to ensure that our customers are settled and satisfied in their new homes.

Through long term and successful alliances, we're able to work with industry leaders toward common goals. In this circumstance, our shared goal is to make the transition into your new home as simple and enjoyable as possible. As your homebuilder, we're extremely pleased and excited to introduce our "Always On" program to you.

Quite simply, "Always On" translates into immediate availability and functionality of your home's cable and telephone, from the day you move in. An initiative clearly designed with two things in mind; our commitment to you, as well as our ability to better serve you by anticipating and meeting your needs. One less thing you have to do.

Please take some time to review the information regarding our "Always On" Program with Rogers Cable. They will familiarize you with all the products and services available to you and your family within your new home.

Once again, we share in the excitement as you prepare to move into your new home and thank you for choosing Tridel.

Should you have any questions or concerns, please feel free to contact Tridel Customer Care at 416.661.9394 or [ask@tridel.com](mailto:ask@tridel.com).

Sincerely,  
**Hullmark Centre Inc.**

A handwritten signature in black ink that reads "Danielle Feidler".

Danielle Feidler  
Vice President, Customer Care



# What to expect... At Your Interim Closing.

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## Payments at Interim Closing.

On or before your confirmed possession date, you are to have submitted the following to the Vendor's solicitor, DelZotto, Zorzi LLP in Trust:

- √ A certified cheque for the escrow balance
- √ Certified cheque for the stub period (The Stub Period is the period between the confirmed possession date and the last day of the month following the month in which the confirmed possession date occurs)
- √ A series of 6 post dated cheques in the amount of the monthly occupancy fee, immediately following the stub period

## Getting your keys.

On the actual interim closing day (your possession date), your solicitor will either go to the land registry office, or the Vendor's solicitor and present the signed documents from your interim closing package (sent approximately four to six weeks prior) and any appropriate cheques that were required.

Our solicitor will ensure that all necessary steps have been completed, and shortly after, telephone Customer Care informing them that they are now able to release the keys to your home. For this reason we strongly recommend phoning Customer Care, prior to showing up on your interim closing date to make arrangements. You will have two options for picking up your suite keys; Once released by our solicitor they can be left with your Concierge for pickup, or you can make an appointment with the Customer Care Administrator who can then go through all key package items and deficiencies reported at your HOO appointment with you.

When you arrive please be sure to have photo ID with you. You will then be provided with a key closing package containing the following:

- 2 Suite Entry Keys
- 2 Common Area Keys
- 2 Access Fobs (Building Access)
- Access Transmitters (if applicable)
- Locker Keys (if applicable)
- 2 Mail Box Keys

## The 24 hr grace period.

We remind you that it is your responsibility to recheck your home before moving in your contents for any unreported deficiencies which may have occurred between your Home Orientation and Possession Date. Warranty does not cover damage incurred from the move-in process or improper/neglect of home maintenance.



A 24-hour grace period is effective once keys have been picked up.

### Payment of Occupancy Fees.

In a condominium environment, each homeowner is required to pay a monthly maintenance fee. Maintenance Fees are established in the 1st budget and include an estimate of income and expenses for a certain time period, typically one year, prepared by the developer.

In the event of Interim Closing (the occupancy of a proposed unit before title is received) which is typical in condominiums, the homeowner is required to pay a monthly occupancy fee, prior to final closing, which occurs after the condominium is actually registered.

Occupancy fees are prescribed by the Condominium Act of Ontario and can be likened to a monthly payment (similar to rent), payable by the homeowner, for possession of the suite prior to registration.

In recognition that interim occupancy is a partial occupancy, it is understood that not all common areas and amenities within the building will be fully completed at this time. The calculations for interim occupancy fees however are based on a formula mandated by the provincial government. They are not based on completion status of the overall community, but what is deemed fair and equitable by provincial guidelines.

### Restricted elevators and moving.

At the beginning stages of occupancy, elevator space is somewhat at a premium. The functioning of elevators is staged and they are often not all necessarily functional at the time of your move-in. There is always one that is approved by the city for customer use, however it may at times be shared with on-site construction staff and trades. This is extremely temporary and improves incrementally with successive stages of completion within the building. We emphasize however, the importance of ensuring that your move is well coordinated so that everyone has safe and efficient delivery of their belongings.

We realize that you are eager to move into your new home and share in your excitement. While your home is under construction, it is possible for us to obtain partial permit for floors that are complete. As your homebuilder, we have an obligation to ensure that the health and safety of the general public, our employees, our trades and our customers is protected from potential hazards associated with occupying a building under construction.

We work extremely closely with the city in order to assist us in obtaining authorization to occupy your unfinished building, in accordance with the Ontario Building Code. The Ontario Building Code establishes standards for public health and safety, fire protection, structural sufficiency, accessibility, conservation and environmental integrity of buildings. Within the context of the above standards, the Ontario Building Code regulates the occupancy of buildings.

Prior to approving the occupancy of a building or part thereof, the building inspector will review the floor/area you have requested for occupancy. The construction of the building and the area to be occupied must comply with specific criteria for various components, including for example structural framing, fire separations, plumbing facilities and life safety systems.

### Fire Alarm Testing.

Fire alarm testing may be present after you have occupied your new home, and you may have to occasionally endure the inconvenience of this noise disturbance.



While we apologize for the disturbance, we advise you that the Fire Testing is regulated by the Fire Safety Code and the Building Code. We emphasize that the short-term disruption is intended to provide you with the utmost safety and security in your new home.

The first alarm inspection is typically done in two stages.

The first stage may be time consuming as all of the devices in the building are tested (on every floor) to verify working order. The first is with our contractors verifying the life safety systems work (i.e. speakers, pull station, smoke detectors, etc.) The second inspection is with the fire department (usually a day or two after the first inspection) who walk-through the building to test and inspect the systems once again.

The first inspection also inspects the underground parking garage levels (including recreation center and amenities). Residents may expect at the minimum five inspection periods to obtain occupancy for the entire tower. The number of inspections varies on the availability of the fire department and how many floors they can inspect during their allotted time.

A typical inspection could last a week (1st stage) with alarms ringing intermittently throughout the day. Stage 2 with the fire department could last 2 to 3 days.

There will also be monthly fire testing of the common areas, as well as annual insuite fire testing with notice provided by property management.

### Construction Hoist.

The hoist is a piece of high-efficiency vertical transporting equipment which is a critical component of the construction process, lifting building materials and elevating personnel at highrise construction sites. Its location is not available at the time of sale and as construction progresses is generally situated central to the building.

The hoist operation during working hours and its subsequent removal are contributing factors to noise, once you have moved in. Unfortunately, an inherent part of moving in to a vertically constructed condominium highrise, is the potential that at the time of occupancy, there may still be uncompleted work above you. Again, our goal is to educate and forewarn you of disturbances that may not have been apparent at the time of sale.





# PROVIDENT

energy management

Providing energy solutions for a sustainable future.

Provident Energy Management Inc is pleased to provide our utility sub-metering and billing services to your condominium. Please visit our website [www.pemi.com](http://www.pemi.com) for more information.

## What is sub-metering?

Utility sub-metering (electricity, water, thermal) is a system that allows residents of a multi-unit property to be billed for individual consumption. This encourages conservation and energy efficiency as residents are responsible for their utilities - the more a resident consumes, the higher their bills. In addition, a sub-metering system allows for a utility to be purchased in bulk by the Condominium Corporation at a better price and that lower price is passed onto the residents.

The individual suites will be billed for electrical, hot water, thermal heating, and thermal cooling, however, the bulk consumption bill is forwarded to the Condominium Corporation by local utilities. Individual suite meter readings are taken by Provident Energy and suites are billed accordingly. The money is collected by Provident Energy and remitted to the Condominium Corporation. The difference between the money collected and the bulk bill makes up the common area utility consumption.

## Overview of our Billing & Collections service:

- Residents can make their payments through mail, pre-authorized fund transfers, and through most financial institutions (by telephone, online, ATM, credit card (Mastercard only) or in person).
- We provide easy-to-read customer invoices that indicate the consumption and rate per suite.
- We provide an e-billing option for residents to receive their invoice through email <https://providentbilling.com/>
- Residents can also login onto a portal to view their energy consumption <https://provident.obsidian-ami.com/>
- We have a friendly customer service team located in our Toronto office to address any questions or concerns from residents.
- We have a team of experienced and certified technicians to maintain the metering systems.



Electrical Meter



Water Meter



Thermal Meter

## Electrical Metering

- Measured in kWh (kilowatt hours).
- Meter located in electrical closet in building corridor.
- Measures in-suite electricity i.e. appliances, electronics, etc.
- Provident Energy does not supply or generate electricity - the rates charged by Provident Energy for your electricity bill are the same rates charged by the local municipal electric utility.

## Hot Water Metering

- Measured in m<sup>3</sup> (cubic metres): 1 m<sup>3</sup> = 1000 litres
- Measures usage of hot water for showers, laundry, dishwashers, sinks, etc.
- Meter is typically located in the laundry or bathroom.
- The water is heated within the central plant and distributed when required by the suite.

## Thermal Metering (heating/cooling)

- Measured in ekWh (equivalent kilowatt hours).
- Measures amount of heating and cooling energy consumed within each suite.
- Installed directly in fan coil unit.
- The heating and cooling is generated by the central plant and is distributed when requested by the suite.

If you have any questions or concerns regarding any of our services, please contact us at 416-736-0630, ext 2 or email us at [metering@pemi.com](mailto:metering@pemi.com)



Beauty Salon	Phases Hair Studio	4712 Yonge Street, North York, ON M2N 5M4 416-226-5500
	Salon Sonya Spa	12 Harrison Garden Blvd., North York, M2N 7K6 416-221-2299
Beer Store	The Beer Store	Centrepont Mall, North York, M2M 3X4 416-221-2311
Chiropractors	Chiropractic Wellness Centre	223 Sheppard Ave., W, North York, ON M2N 1N2 416-916-2682
	Dr. F. R. Komeili	111 Sheppard Ave., W, North York, ON M2N 1M7 416-229-0044
Coffee Shop	Second Cup	4841 Yonge Street, Toronto, M2N 5X2 416-224-5160
	Java Joes	25 Sheppard Avenue West, Toronto, ON 416-221-9032
	Starbucks	1 Avondale Road, North York, ON M2N 7J1 416-590-7396
Community Centre	Armour Heights Community Centre	2140 Avenue Road, Toronto, Ontario 416-603-2422
	Antibes Rhythmics	140 Antibes Drive, Toronto, ON M2R 3J3 416-890-6758
Day Care	Kids And Company	2 Sheppard Ave E, North York, M2N 5Y7 416-227-9808
Dental Office	Harrison Garden Place Dental Clinic	12 Harrison Garden Blvd, North York, M2N 7K6 416-228-1206
	Dr. John Baik Dentistry PC	108-45 Sheppard Ave., E. North York, M2N 5W9 416-228-1229
Dog Park	Earl Bales Park	4169 Bathurst Street, Toronto, ON M3H 3P8
Dry Cleaners	Taylor's Cleaners & Launderers	33 Sheppard Avenue E., North York, M2N 7K1 416-730-0539
Florist	Best Wishes With Roses Florist	4841 Yonge St., Sheppard Centre, TO, M2N 5X2 416-218-0005
Grocery Store	Loblaws - Empress Walk	5095 Yonge St, Toronto, Ontario 416-512-9430
	Metro	20 Church Ave, Toronto, M2N 4G1 416-224-2600
	Whole Foods	**COMING THIS FALL**
Hospital	North York General Hospital-General Site	4001 Leslie St, North York, M2K 1E1 416-756-6000
Internet Cafe	Y K Internet Zone	5582 Yonge St, North York, M2N 5S2 416-229-6923
Library	North York Central Library	5120 Yonge Street, Toronto, M2N 5N9 416-395-5535
Liquor Store	LCBO	5095 Yonge St, North York, M2N 6Z4 416-226-3949



# Your Neighbourhood Continued.

# HULLMARK CENTRE

Major Banks	CIBC	4841 Yonge St, Toronto, M2N 5X2 416-223-7361
	BMO Bank of Montreal	4841 Yonge St, Toronto, ON 416-590-7757
	TD Canada Trust	4841 Yonge St, Toronto, M2N 5X2 416-223-0030
	Scotia Bank	5075 Yonge St, North York, TO 416-590-7320
	Royal Bank	5001 Yonge St, North York, M2N 6P6 416-512-4600
Mall	Bayview Village Shopping Centre Sheppard Centre	2901 Bayview Avenue, North York, M2K 1E6 416-226-0404 Yonge & Sheppard (North East Corner) 416-226-5151
Movie Theatre	Cineplex Odeon Sheppard Cinemas	4861 Yonge Street, Toronto, M2N 5X2 416-590-9397
Pet Grooming	The Groom Room	324 Sheppard Ave E., North York, ON M2N 3B4 416-223-9200
Pharmacy	Rexall Pharma Plus	288 Sheppard Avenue East, Willowdale, M2N 3B1 416-222-5021
	Shoppers Drug Mart	4841 Yonge Street, Willowdale, M2N 5X2 416-222-1174
Print Shop	The Printing House	5318 Yonge Street, North York, M2N 5P9 416-730-8511
Post Office	Corner Plaza Post Office	197 Sheppard Ave E., Toronto, Ontario
Restaurants	Baton Rouge	5000 Yonge Street #102, North York, M2N 7E9 416-218-0094
	Spring Rolls	4841 Yonge Street, Toronto, ON 416-250-7655
	Mirage Grill & Lounge	4841 Yonge Street, North York, M2N 5X2 416-250-9422
	Mr. Greek Express	4914 Yonge Street, North York, M2N 5N5 416-226-1212
Schools	Cardinal Carter Academy for the Arts (K - grade 12)	36 Greenfield Avenue, Toronto, M2N 3C8 416-393-5556
	Claude Watson School for the Arts (Grades 4 - 8)	130 Doris Avenue, Toronto, M2N 0A8 416-395-3180
Taxi Service	Beck Taxi	416-226-9492
Transit System	TTC Sheppard Subway Station	<a href="http://www.ttc.ca">www.ttc.ca</a> Main #: 416-393-4000 Information: 416-393-4636
Veterinary Hospital	Willowdale Animal Hospital	256 Sheppard Avenue West, Willowdale, M2N 1N3 416-222-5409
Walk-In Clinic	Walk In Clinic	701 Sheppard Avenue East, North York, M2K 2Z3 416-221-0451
	Rosenthal Robert Dr	48 Sheppard Ave W, North York, M2N 1M2 416-222-1477

We have provided this list of local services and suppliers for your reference and convenience. The services and suppliers listed are not endorsed by the Vendor. The information provided was correct at press time. E. & O. E. August 2014.



# Designation of Agent



Community: \_\_\_\_\_

Vendor: \_\_\_\_\_

Customer: \_\_\_\_\_ Suite: \_\_\_\_\_ Date: \_\_\_\_\_

Name(s) of Designate(s): \_\_\_\_\_

Address of Designate(s): \_\_\_\_\_

Phone (home): \_\_\_\_\_ (work): \_\_\_\_\_ (cell): \_\_\_\_\_

E-mail: \_\_\_\_\_

By signing this form, you the Customer(s) appoint the Designate specified above to attend and conduct the indicated appointments (please check appropriate selections below) for and on your behalf, with the Vendor's Representative and hereby acknowledge the Designate to sign the necessary forms required by both the Vendor and the TARION Warranty Corporation, on your behalf:

- Personal Selections (ie: upgrades) including any electrical & mechanical selections
- Design & Décor selections
- Homeowner Orientation inspection including the signature on the Tridel inspection form and the TARION Warranty Corporation Certificate of Completion and Possession
- Reporting of warranty requests
- Acceptance of Keys/Closing Package
- Pre-board Inspections (where applicable)
- MyTridelHome.com access

Selections, inspections and signatures made on your behalf by your Designate will be effected without further notification to you and shall be binding upon you to the same extent as if same had been personally executed by the undersigned customer(s).

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Customer Signature: \_\_\_\_\_ Tridel Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

This form may be completed by a purchaser indicated on an Agreement of Purchase and Sale. By completing and signing this form, a purchaser is indicating that they intend to send a Designate, in their place, to various appointments during the homebuying process. This form authorizes the Designate to sign and deliver certain documents (required by the Vendor as well as the TARION Warranty Corporation) on the purchaser's behalf. Once completed, this executed authorization form should be provided to the vendor/builder on or before the applicable appointment dates. Purchasers who wish to attend these appointments and sign documents on their own behalf may also bring a designate and in such case, evidence of the Designate's authorization will not be necessary. Please be sure information as documented is accurate. No verbal commitments or designations of any kind will supersede the Proxy Form. Tridel is committed to your privacy, to review our complete Privacy Policy please visit [www.tridel.com](http://www.tridel.com).



# Questions or Need Help? Your Hullmark Centre Team

**TRIDEL**  
BUILT FOR LIFE

## Your Customer Care Team

Email: [hullmarkcentrecc@tridel.com](mailto:hullmarkcentrecc@tridel.com)  
Tel: 416.645.8793  
Fax: 416.650.1230



## Your Property Management Team

Property Manager [hullmark.srpm@delcondo.com](mailto:hullmark.srpm@delcondo.com)  
Communications Cor. [hullmark.ask@delcondo.com](mailto:hullmark.ask@delcondo.com)  
Administrator [hullmark.admin2@delcondo.com](mailto:hullmark.admin2@delcondo.com)  
Tel: 416.551.8946  
Fax: 416.551.9035

Concierge [hullmark.5sc@delcondo.com](mailto:hullmark.5sc@delcondo.com)  
Tel: 647.340.6068

## Tridel's C<sup>3</sup> Centre - Customer Connection Centre

Customer Care operates a fully staffed Call Center virtually 24 hours a day. The Call Centre staff works closely with all members of the customer-care team, sales teams, construction and property management staff, to address any problems that may arise.

Email: [ask@tridel.com](mailto:ask@tridel.com) Tel: 416.661.9394



## Del Property Management Emergency Hotline

For any in-suite emergencies that arise it is always best to contact your Property Management Team. If they are unavailable to you the Del Emergency Hotline is there to help you out 24 hours a day, 7 days a week.

Tel: 416.495.8866

