

EMPIRE CUSTOMER CARE

HOURS OF OPERATION
MON-FRI 8:30AM-5:00PM

T 647-475-1116

Sky Tower & Podium (A)

E edsaservice@empirecommunities.com

Water Tower & Podium (B)

E edsbservice@empirecommunities.com

KEY PICK-UP PROCEDURES

- Customer Care will notify you when your interim occupancy closing is complete and schedule key pick-up during regular office hours.
- Please bring photo identification.

MOVE-IN PROCEDURES

Monday to Saturday: 9am – 11am, 11:30am – 1:30pm, 2pm - 4pm, 4:30pm - 6:30pm and 7pm - 9pm. Except for statutory holidays. 2 hour time limit during interim occupancy.

- Once you have your move-in date please contact Property Management to book your move.
- Your move-in date can be no sooner than the day after your interim occupancy date.
- Owners must check in with Concierge to ensure that the elevator is made available and to direct you to the moving area.
- Elevator bookings are not guaranteed on your occupancy date.
- Move-ins/deliveries can not be taken without a booking.