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SECTION H
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»TORONTO STAR«

New in Homes & Condos

CROOKED HOUSE

Children (and dogs) will love to spend time in their Funky Bunky, **H2**



GREEN ZONE

You can grow a green lawn without chemicals, Mark Cullen says, **H4**

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DESIGN



PHOTOGRAPHY BY CARLOS OSORIO/TORONTO STAR

Matt Dusk enjoys one of the singlemalts from his large Scotch collection while relaxing on the orange sectional in his basement hide-away.

From Dusk till dawn

Matt Dusk is turning the music world upside down with his modern take on vintage classics; the same thing might be said of his house, which is dedicated to all things Rat Pack



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Go to www.thestar.com or www.yourhome.ca to see two videos of Matt Dusk at home with the *Toronto Star*.

Matt Dusk's bedroom makeover has turned the space into a cozy oasis.

RITA ZEKAS SPECIAL TO THE STAR

Walking into Matt Dusk's living room is like a citrus flashback. The room is so dominated by a shocking orange shag rug, one expects Bob Newhart and Suzanne Pleshette to pop in at any moment.

It also takes the eye away from the grand piano, the tool of his trade.

"I love orange; it is warm and very '70s," says the jazz singer/songwriter, who is appearing on April 16 and 17 at Harbourfront at the Enwave Theatre. "It is Frank Sinatra's favour-

rite colour. Orange is very sexy and warm."

The 31-year-old crooner's devotion to all things Rat Packish is evident in his '60s ranch-style home in Etobicoke. The basement lounge is like Vegas North.

He loves palm trees, reflected in his artwork and Moroccan tapestries, as well as in the awesome iridescent palm wallpaper in the master bedroom.

"There are two themes in this house: Palms or boats," he explains. "I have a sailboat. I love the simple life — when things get tough, I go fishing or sailing to escape. Cell phones don't

work on Lake Ontario."

The native Torontonians travels constantly. Phrases like "When I was in Poland last weekend..." keep cropping up in conversation but not in a pretentious "I-am-a-world-traveller-and-you're-not" way.

Dusk and his girlfriend Julita (a non-performer) have been in the house for a year and a half. He spotted it while on tour in the southern U.S.

"My job is touring," he allows. "I saw 30

DUSK continued on H16

AFTERGLOW

When it comes to service, Tridel sets the bar high

How company handles after-sales service is winning them awards

THERESA BOYLE TORONTO STAR

When Jessica Lui took possession of her new condo last December, she noticed a few problems with the one-bedroom unit. The bathtub tap was loose, the washer-dryer unit was placed so close to the faucet that she couldn't turn the tap on or off, and there was some water damage on the bedroom ceiling.

Despite these flaws, Lui describes herself as a happy customer.

She reported the problems to the customer service office at Tridel's Grand Triomphe 2 on Yonge near Finch and in no time — with no fuss — everything was fixed.

This is the third newly built condo that the 58-year-old retired Canada Post supervisor has purchased and she knows that expecting perfection is unrealistic. Defects are par for the course when there are hundreds of workers in numerous different trades and thousands of materials going into the building of a condo tower.

But what sets one builder apart from another, observes Lui, is the reaction to a purchaser's concerns. Where some builders might quibble over their obligations or be tardy in fixing a problem, Tridel was attentive and responsive, Lui says.

"The thing I like about Tridel is that they take that extra step. They give you more information and are always open to hearing about our concerns," she says.

"They are very approachable, they keep in touch with you along the way, and they seem to go out of their way," she adds.

Lui's experiences might help explain why Tridel has been ranked the top condo builder in customer satisfaction in the Greater Toronto Area by J. D. Power and Associates for four years running. Tridel has topped the list ever since the U.S. market research firm started ranking new condo builders here in 2006.

Tridel is also the Ontario Home Builders' Association's reigning builder of the year. Showcases in the foyer of Tridel's Dufferin St. head office are laden with awards. They include Tarion's highrise builder of the year for both 2007 and 2008, and BILD's highrise green builder of the year for 2007.

TRIDEL continued on H7

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