

Where do I park?

Parking is available for a monthly fee. However, only those vehicles that are registered with the management office are allowed to access the resident parking areas. To be fair to everyone, we ask that you please refrain from using the Visitors' Parking Area. In the past we've had no choice but to tag and/or tow resident vehicles in the Visitors' Area. If you have an overnight guest the Leaseholder must contact parking control (number included in building directory - contact your Building Manager for extra copies) to register the guest's vehicle. You will be required to provide your building and suite number, the vehicle make, model, license plate number and length of stay. The maximum length of stay for a visitor is seven days in any given month. If your guest is staying more than seven nights, you may purchase a temporary pass from your Building Manager. Parking requests and cancellation forms are available at the management office. We do, however, require 60 days' notice, prior to the beginning of the month, should you decide to cancel your resident parking arrangement.

Can I decorate my suite?

When you move in, you will be asked to sign an Inspection Report so that there is

agreement regarding the condition of your new home. Unfortunately, we cannot allow painting, wallpapering, or stickers without our prior written consent and we ask that you do not nail, glue or staple carpeting to the floors.

What if I have more questions?

There is a MetCap Living Management team dedicated to ensuring that you fully enjoy your life in your suite and in the community. Get to know your Superintendent, Building Manager and the people in the management office. They're all available to listen to your concerns and respond to your suggestions or requests.

A Final Word

At MetCap Living we take pride in our everyday attempts to provide you and all our valued residents with safe, clean and secure accommodation. If, for any reason, you are not satisfied with our efforts, we encourage you to contact our MetCap Living Resident Helpline at 1-877-METCAP1 where you can talk directly with a customer service representative. And, if you feel we're doing a good job, we also accept suggestions and compliments!

Enjoy and, once again, welcome to the neighbourhood!



www.metcap.com

260 Richmond Street East, Suite 300

Toronto ON M5A 1P4 Tel: 416.340.1600 Fax: 416.340.1593



Welcome Home



www.metcap.com

Commonly Asked Questions...

All of us at MetCap Living welcome you to the neighbourhood! We've prepared this information package to answer commonly asked questions about your building and the surrounding community. We trust that living in your MetCap Living home will be a happy, safe and memorable experience.

MetCap Living is one of Canada's largest property managers specializing in multi-family apartments. You can find MetCap Living neighbourhoods in Ontario and Montreal. With 14,000 apartment suites, we are committed to providing each of our valued residents with exceptional service.

What are the key safety issues?

It's important that we work closely together to ensure the safety of you, your family and your MetCap Living neighbourhood. We ask that you periodically test your smoke and carbon monoxide detectors simply by pushing the buttons to confirm that they're in working order. We also urge you to check all of your windows without balcony access to ensure that child safety locks are working properly. If you have any concerns or questions involving these safety items, please contact your Building Manager immediately.

When is the rent due?

Your rent is due on the first day of each month. Please make sure to bring your rent payment as a cheque, certified cheque or money order (no cash or credit card thank-you) to your Building Manager. At select buildings debit is available for rent payment. To avoid any mix-ups, only cheques from the leaseholder can be accepted. It is important that the leaseholder's name, address and suite number are clearly marked on the rent cheque (i.e. top or bottom left hand side). Any cheque returned for insufficient funds is subject to a \$25 charge. You should also know that a late payment automatically results in legal proceedings under the Tenant Protection Act.

How do I request repairs?

Being part of the MetCap Living Community, we need to work together to make sure that your repair requests are handled promptly. Included in this information package, you'll find a Maintenance Request Form. Additional forms are available from your Building Manager and on our website www.metcap.com (under heading "Resident Assistance"). To deal with everyone's needs in a timely and efficient manner, we need your dated and signed Maintenance Request form with your name, building address and suite number so that we have authorization to enter your suite to fix any problems. Give your Building Manager your request form and keep a copy for your records. It is very important to fill out the form, because we are committed to responding as quickly as possible to your particular issue. If we work together, everything will run smoothly.

Who is authorized to enter my suite?

For a number of safety reasons it is very important that you do not change the locks on your suite door without our written consent. In times of emergency we may need to access your unit. In fact, it's a legal requirement that your Landlord has a key to your suite. In case of emergency, we may enter your suite without any warning. Otherwise, we'll provide 24 hours notice where required. When a staff member of the MetCap Living team or a contractor has entered your suite they will leave a "We've Been Here" postcard to inform you that they have entered your suite.

What about appliances?

MetCap Living Management provides all appliances in your suite. We can't allow installation of washers, dryers and dishwashers. When dishwashers and washers are installed in individual units they cause problems for all tenants in the building. These appliances cause bubbles and soap to run through the lines.

Air conditioning units may be installed with the written consent of management.

Fire safety concerns prohibit the use of barbecues and City bylaws do not allow transportation of propane tanks in apartment buildings.

Should I insure my personal property?

In a word, absolutely! MetCap Living Management cannot take responsibility for the contents of your locker, vehicle or suite. As a result, we urge you to arrange for personal coverage. Your lease agreement addresses insurance in more detail.

Is there security in the building?

MetCap Living Management contracts a security firm to monitor the activities within your building and throughout the property. You will see their cars patrolling your community. Between 8 p.m. and 6 a.m. you can contact the security dispatch directly with any noise or security complaints. If problems persist, please contact the municipal noise bylaw officer or the police (we have included a directory with important phone numbers - contact your Building Manager for extra copies). Throughout the day, your Building Manager is available to assist you with any concerns.

Continued over...