

# Neighbours

WINTER 2012



## ENTER CONTEST TO WIN!

see below for details

### *Earth Hour and Earth Day: International events that spur us to act*

Earth Hour will take place from 8:30 to 9:30 pm on March 31 and Earth Day on April 22. These two events involve people all across the globe in projects to address local environmental issues.

During Earth Hour, hundreds of millions of people around the world turn off their lights to show their commitment to change. In 2011, the World Wildlife Federation began to encourage participants to 'Go Beyond the Hour,' to make a difference every day in their activities.

On Earth Day, thousands of events – ranging from large public festivals, walks and clean-ups to small private events staged by schools, employee groups and community groups – are planned across Canada each year.

Information about Earth Hour is online at [www.earthhour.org](http://www.earthhour.org); Earth Day information is at [www.earthday.ca](http://www.earthday.ca).

### *Welcome to New Residents*

We have done a lot of growing lately, with new properties at the following addresses. To residents in these buildings, we extend a warm welcome to the MetCap family!

- \* 223 Heiman Street, Kitchener
- \* 5-7 Wilsonview Avenue, Guelph
- \* 143 Stephen Drive, Toronto
- \* 2 Hill Heights, Toronto
- \* 245 Lakeshore Drive, Toronto
- \* 26 Albert Avenue, Toronto
- \* 36 Raglan Street, Napanee
- \* 252 Belleville Road, Napanee
- \* 99 Thomas Street, Kingston
- \* 50 Tripp Boulevard, Trenton
- \* 837 Roselawn Avenue, Toronto
- \* 1305 Wilson Avenue, Toronto
- \* 1309 Wilson Avenue, Toronto
- \* 200 Jameson Avenue, Toronto

### *Recognition of Staff Efforts*

MetCap staff is committed to residents' comfort and safety. Letters such as the one that follows show that residents – and others – appreciate the many efforts of Resident Managers to live up to that commitment.

*Elaine Moore  
Regional Councillor, Wards 1 and 5  
The Corporation of the City of Brampton*

*Kristy and Roland Foisy  
182 Church St. E.  
Brampton, ON L6V 1H2*

*Dear Kristy and Roland:  
I would like to take a moment to commend and thank you on your management of 182 Church St. E. and the improvements you have brought to the neighbourhood.*

*As a Councillor, I often interact not only with the residents within my areas, but as well the owners and property managers of apartment and condo buildings. It has been my experience that having responsible, accountable management operating the apartment buildings goes a long way towards establishing engagement with their tenants and within the community.*

*You have both earned my respect many times over as exactly the right sort of apartment management that we need in our neighbourhoods. I am impressed with the time and effort you have put into building relationships with your tenants and within the community. Personally I wanted you to know that I have found you both to be honest, hard-working people who have given much back to the neighbourhood. It has been my privilege to have had the opportunity to meet you, and 182 Church St. apartment building and MetCap Living are fortunate to have you as their property managers.*

*Sincerely,  
Elaine Moore*

## Winter Contest

### Turn Your Family Day Experience into Summer-Long Fun

Family Day gives many working people a long weekend in the midst of winter. However you spent yours, we'd like to hear or see about it. Let us know what you did; send a photo, a drawing or painting, or a story or poem to share your Family Day experience. We'll choose our two favourites, and give the winners four season passes each to Canada's Wonderland. Those will help the winners to enjoy more fun family time, from early May to late October.

Fill out form on reverse



## Joe and Vesna Help a Neighbour Sort Out a Mess

Vesna's friend Anita is a bit of a packrat. Often when she buys things, she keeps the boxes, just in case she might need them sometime in the future. Unless her clothes have holes or stains, she won't part with the old ones; she just might need them again sometime, too. Needless to say, Anita's apartment suite is a little cramped. Even her balcony is home to stuff in tubs and bins.

This situation became a problem when Anita's daughter needed to move in with her. Anita would have to make space to allow for her daughter's belongings, and she really didn't want to simply add to the existing piles of things in her home. Vesna offered to help – and bring Joe – and the cleanup began.

Vesna and Joe started to tackle the bins on the balcony, and were faced first with the unpleasant task of cleaning stagnant pools of water from the lids. "This is a great breeding spot for mosquitoes," grumbled Joe as he carried the bins indoors, away from the boggy smelliness of the water. Vesna agreed, and was thankful that the cool weather of early spring hadn't allowed for the breeding to take place yet. "It's a good thing we're getting rid of this mess now," she said, "before the weather warms up." When Joe had removed all of the bins, Vesna gave the balcony a good cleaning, and was pleased to leave the balcony ready for Anita and her daughter to enjoy. "Now just the indoors to deal with," she thought as she stepped back inside.

Residents are asked to keep their balconies clear of items on which water might pool and become stagnant or behind which pigeons might nest. Mosquito bites and bird droppings are both annoying and could be dangerous to your health. Likewise with carpeting: It shouldn't be used on a balcony; if wet, it could grow mould or damage the concrete beneath it. (Note that municipal property-standards by-laws require tenants to maintain the property in which they live in a clean and sanitary condition.) In addition, keep in mind that furniture and other objects could be used by children or pets for climbing; anything on a balcony should be kept well away from the edge. (Children should, of course, always be carefully watched when on an open balcony.)

On the topic of balconies, another reminder: Propane barbecues should not be used on any balcony in an apartment building. They are both a fire hazard and a nuisance for neighbours. An electric barbecue is a perfect alternative for apartment dwellers.

### Important Numbers:

**Fire and Medical Emergencies** 911  
**Resident Helpline** 1.877.638.3371  
**Security** 416.847.1177 (GTA only)  
**After-Hours Emergencies** 416.340.0536 (GTA only)  
(Outside of the GTA) 1-866-511-0536



260 Richmond Street East,  
Suite 300  
Toronto, Ontario  
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Tel.: 416.340.1600  
Fax: 416.340.1593

## MetCap Memo

### Good Neighbours

**Pest Control:** Cockroaches and bed bugs are unpleasant visitors that we're all glad to see gone. If they should happen to take up residence with you, here's what you should do:

- Complete a maintenance request to book two appointments for pest removal: an initial treatment and a follow-up treatment.
- Include a request on your form for the filling of holes and cracks where pests might enter your suite.
- Be sure to carefully follow all of the preparation instructions to ensure that the treatment will be as effective as possible.

To help prevent pest infestations, we recommend that you remove food waste from your suite on a regular basis and store your food appropriately. Grease, in particular, attracts cockroaches and should be cleaned from around the stove after cooking. Finally, bed bugs could find their way into your home in used furniture, such as beds and couches. You should be very cautious about taking in

used furniture, unless you're confident about its state. Couches left for roadside pickup may be garbage because they're bug-ridden; they should be especially avoided.

### Smoke Detectors: Responding to Alarms

It's not unusual when you're cooking – especially if you like extra-crispy toast or well-done bacon – to set off the fire alarm in your suite. If yours does go off and you're sure there is no fire, you can simply fan the smoke and open your windows; keep your apartment door closed to prevent the smoke from going into the hallway and possibly setting off alarms there. If, on the other hand, there is a fire, pull the fire alarm, leave the building and call 911, then notify your Resident Manager.

Smoke detectors should be checked regularly to ensure that they're working, but residents should not tamper with or remove them. Call your Resident Manager if yours needs to be tested or repaired, or if you have any concerns about it.

Never disconnect fire detectors or automatic door closers.

### False Fire Alarms Waste Time and Money

Anyone caught for knowingly making a false report of fire in a MetCap building will be required to reimburse MetCap for the fee charged by the fire department to respond to the alarm.

### Window Restrictors and Screens

If your suite lacks window screens or if they're improperly installed, contact your Resident Manager to arrange to have new ones fitted before the warm weather comes. Similarly, if you need restrictors to keep children safe, be sure to let your Resident Manager know.

### Corporate Office Closures

MetCap's head office will be closed on:  
Good Friday – Friday, April 22

## This Is Your Newsletter...

This newsletter is for MetCap residents, and we want it to be helpful to you. Please let us know what you'd like us to provide in the newsletter. We're open to suggestions! Send your ideas to [customerservice@metcap.com](mailto:customerservice@metcap.com) or to Dorothy Parsons at MetCap Living Management Inc., 260 Richmond Street East, Suite 300, Toronto, ON M5A 1P4.



## Winter Contest Form



Name	<input type="text"/>	Age	<input type="text"/>
Building Address	<input type="text"/>	Suite #	<input type="text"/>
Telephone Number	<input type="text"/>		

Make your best effort, then submit to your Resident Manager or to [customerservice@metcap.com](mailto:customerservice@metcap.com) by 5:00pm on April 10th; you just might win! (Be sure to include suite and telephone number)