

Neighbours

WINTER 2014



ENTER CONTEST TO WIN!

see below for details

Snow, Snow, Snow!

While the daylight hours are once again on the rise as we make our way through January, winter's not giving us any other breaks.

The Farmers' Almanac is calling for a cold and snowy winter across Canada all the way through to March. If this prediction is correct – and so far, we're certainly experiencing a snow-filled season – snow plows will see a lot of action for the next few months. In order to help them keep our parking lots and driveways as free of snow as possible, please note where the plow routes are and park elsewhere.

New MetCap Properties

Welcome to residents in these buildings recently added to the MetCap portfolio:

- 630 Huron Street, London
- 32 and 40 Craighton Drive, Toronto
- 860 Pharmacy Avenue, Toronto
- 1 Rannock Street, Toronto
- 3655 Sandwich Street, Windsor

A Big Transition Simplified

MetCap's mission is to "provide great living experiences in friendly neighbourhoods," which we continuously aim to achieve by exceeding residents' expectations. New resident Angie Follert makes it clear in her recent letter that MetCap employees in all sorts of roles are living up to that mission from the very outset of the tenancy relationship.

Dear Mr. Merrill,

Upon receipt of my executed lease from MetCap Living, along with the information and welcoming packet, I feel that commendations rarely cross your desk. Accept this as my expression of gratitude for the excellence and professionalism provided to me during my accommodation search in your GTA portfolio.

I have many to thank and praise for their work, which I shall address with the appropriate personnel in their respective departments. From Leasing Agents to Resident Managers, they made my transition from the United States back to the GTA far less stressful.

Respectfully yours,

A.Follert
Toronto, Ontario

Celebrating in Style

A Christmas get-together with sparkling tree lights, candle light and friends... What could be finer? Christmas is a time for special gatherings, complete with glitter and good food. Residents at 112 Murphy Avenue and 66-68 Essex Street, both in Moncton, N.B. enjoyed all of this at their annual party, and are winners of the 2013 MetCap Christmas Lobby & Attendance Contest.



Neighbours Contest: For Kids Only



This issue's contest is just for kids, and it's in something lots of young people love to do: colouring. We have no limits on what you might draw; it could be anything from a snowman to a giraffe, a space shuttle to a dinosaur... or all of the above in one creative mix!

Pictures should be submitted to your Resident Manager by 5:00 pm on March 14 to be entered in the contest. All submissions should include the artist's name, address, phone number and age.

One winner will receive a prize valued at \$500 for a stay at Great Wolf Lodge, in Niagara Falls, Ont.

Multiple entries accepted!

Important Numbers:

Fire and Medical Emergencies 911
Resident Helpline 1-877-638-2271
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
M5A 1P4
Tel.: 416.340.1600
Fax: 416.340.1593



MetCap Memo

Good Neighbours

* *Even in Winter...*

It would be nice if all bugs would hibernate or otherwise leave us alone in the winter. Wasps and mosquitoes generally do, after all. Unfortunately, bed bugs and cockroaches never take a break.

If you find yourself living with bugs, promptly arrange for treatment, by completing a maintenance-request form and giving it to your Resident Manager. (Don't attempt to deal with the problem yourself. As a resident of a multi-unit building, you are part of a team when it comes to controlling pests. Since bugs don't recognize where one apartment ends and another one starts, we must tackle the problem in the same way, with an overall program designed to exterminate the bugs for all residents.)

Carefully follow the instructions provided to you to help ensure that treatment is effective.

Tips to help you avoid bug problems:

1. Inspect produce and boxes for bugs before you take them into your building.
2. Store food in sealed packages that bugs can't get into.
3. Rinse-clean food and beverage containers before putting them in your blue box.
4. Remove food from any paper or cardboard packaging, such as pizza boxes, as you recycle.
5. Keep your apartment clean (but note that even clean homes can attract cockroaches).

* *Fire Prevention*

The cold outside makes a warm home so welcoming. Coming in from the snow and biting wind, you want to cozy up fast and get the frost out of your toes. Bear in mind, though, that the heat you need is also a potential fire risk. While it's not something that should keep you lying awake at night, worrying, you should take a couple of simple precautions. Ensure that furniture, especially beds and upholstered items, are at least several inches away from heat registers or radiators. The same goes for curtains: If they're touching a heat source, they should be shortened or rearranged to remove the danger that they'll overheat and start a fire.

If the heat in your apartment goes off, submit a maintenance-request form to your Resident Manager as soon as you can during office hours. Heating is a top-priority issue that is always resolved as quickly as possible. In the meantime, until the heat is restored, your Resident Manager will have portable heaters available for you to borrow. Do not use your oven as a heater; it is a fire hazard and could damage the appliance.

Corporate Office Closures (Ontario)

MetCap's head office will be closed on:

- * **Family Day – Monday, February 17**

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 or to Dorothy Parsons at MetCap Living Management Inc., 260 Richmond Street East, Suite 300, Toronto, ON M5A 1P4.



Entry Form (Please don't forget to ATTACH your drawing/s)

Name	<input type="text"/>		
Building	<input type="text"/>	Suite #	<input type="text"/>
Email Address	<input type="text"/>	Phone #	<input type="text"/>
Age	<input type="text"/>	Drawing Title	<input type="text"/>