

# MAKING A DIFFERENCE IN THE LIVES OF TENANTS

## Metcap staff honoured for going the extra mile

**T**he rental housing industry in Ontario is fortunate to be made up of countless individuals who are dedicated to making a real difference in the lives of those who call apartment buildings home. Each year, FRPO recognizes some of the year's top-performing professionals who have demonstrated a commitment to serving their rental communities with caring, competence and leadership.

In 2018, FRPO named Saffia Hassan Dewan its Resident Manager of the year, while Nina Rastegorec took home top honours in the Property Manager category. As one of Canada's leading rental housing providers with more than 100 apartment communities in the Greater Toronto Region, Metcap Living is known for going that extra mile to ensure tenant satisfaction—and a lot of it begins with hiring the right people.

"MetCap Living has a 'families taking care of families' approach," says MetCap Living President, Brent Merrill. "In keeping with the diverse communities we serve, we are happy to say we speak more than 30 languages. We love what we do and we are proud of how we do it. Most importantly, we strive to provide great living experiences of our valued residents."

Metcap is proud to have the following award-winning staff members on its team.

### SAFFIA HASSAN DEWAN, 2018 RESIDENT MANAGER OF THE YEAR

Relative newcomers to the rental housing



industry, Saffia and her husband Arif have been overseeing Metcap's 45 Greencrest community in Scarborough for a little over three years.

"My husband always thought that together we could do a great job," Saffia says of their joint-role as Resident Managers. "Still, it was a surreal feeling to be nominated for such a big award—and then to go on and win it was something I never expected. Being recognized for your efforts is wonderful."

Saffia attributes her professional achievements to having well-honed customer service skills. "Being good with people is a requirement, given the job involves interacting with so many individuals on a daily basis.

Computer literacy and reconciliation skills are an added bonus," she says.

But, as everyone in the rental-housing knows, working where you live can bring about some challenges. Serving others, requires patience, resilience and a healthy dose of perseverance at times. Luckily, Saffia happens to be good at it. In fact, if she were to offer some advice to any newcomers to the role, her advice would be to "remember that there are hurdles to overcome in every position," and to "treat each problem that comes your way as a new opportunity to make things right."

Inspired by the notion of family and what it means to have a happy home, Saffia and her husband are examples of Metcap's vision, and a testament to their values as employees. "Home is where your heart is, so making a positive difference in your neighbour's lives is a rewarding feeling."

### NINA RASTEGOREC, 2018 PROPERTY MANAGER OF THE YEAR

An 11-year rental industry veteran, Nina joined Metcap Living in the spring of 2016 as Property Manager. Nina was deeply honoured to have been even considered for the prestigious award given the stiff competition she faced in her category. "The contenders were all first class and outstanding," she says.

An achievement indeed, and a great testament to her commitment to always putting her best foot forward. "It is such an honour to be recognised by experts in the property management industry, as well as by your peers, for excellence in service to our industry,"



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she says. “The award reaffirms my resolve to always strive for excellence.”

But striving for excellence is one thing; consistently achieving it is another. Nina attributes all her professional success

to patience, hard work and having an understanding of the properties, clients, staff and resident needs. “These are the things that allow me to do my job the best I can.”

And she also insists that none of it would be possible if it weren't for the support of her managers, staff and colleagues. “To me, what truly sets working for MetCap Living apart is that every individual in this company is fully and unreservedly committed to managing each property while providing our residents with safe, clean and friendly

communities to live in,” she says. “It is truly a privilege to be part of this team.”

As for what she's learned and what she would advise anyone considering a career in her field, Nina says: “Learn....always. Write down what you see, know, and observe about what works and what doesn't. It's very beneficial to have your notes as a resource to refer to as you progress in your career. Also, identify people you admire and learn from them. And be patient...your work will speak louder than your words.”

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