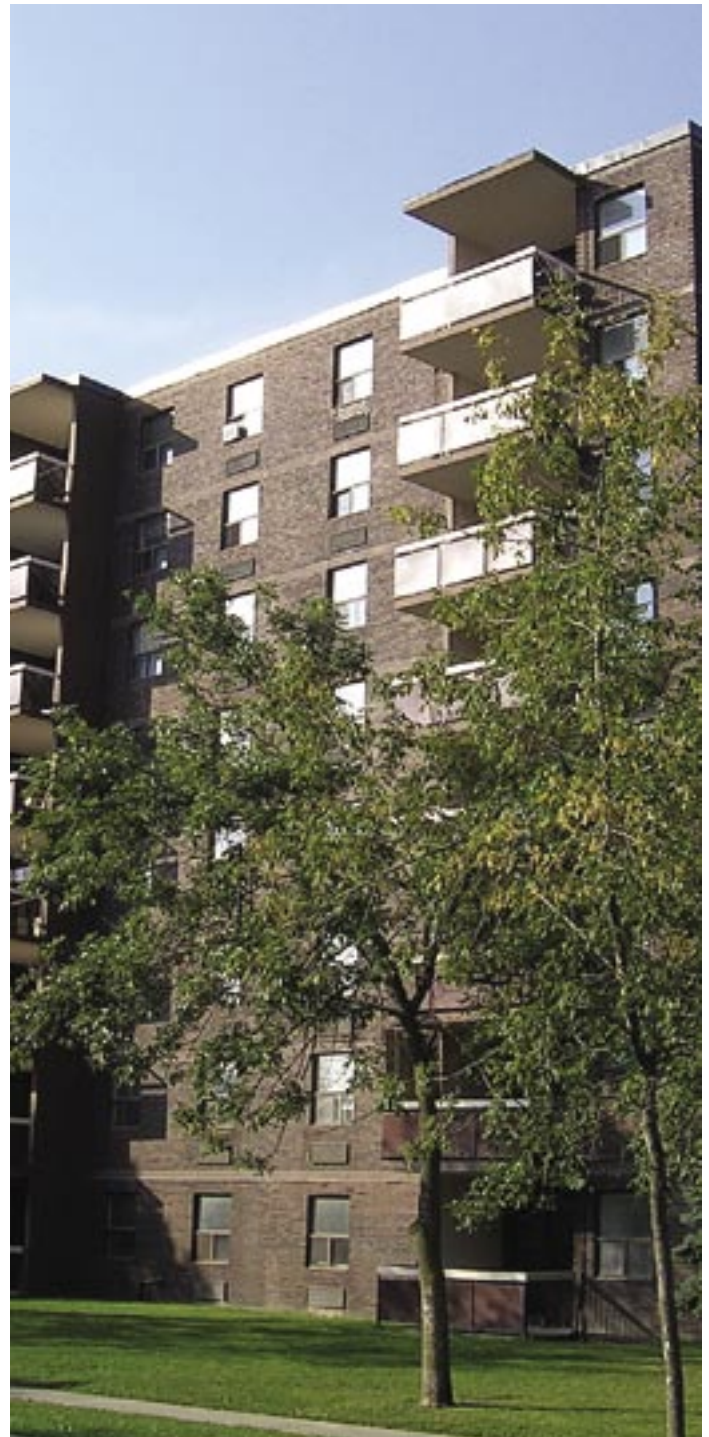


## Welcome to the Family!!

MetCap Living would like to give a warm and heartfelt welcome to Inverhouse, a 96 suite multi-family apartment community in the south-west Mississauga area of Clarkson. Inverhouse has bachelor, 1 bedroom, 2 bedroom and 3 bedroom suites. With parquet floors, large private balconies and spacious living and dining areas, this community offers appealing amenities. Located near Lakeshore Road and Southdown Road, Inverhouse is a 5 minute walk from the Clarkson GO Station and three shopping plazas. Dominion, LCBO, Shoppers Drug Mart, Starbucks, Canadian Tire, M&M Meats, Tim Hortons, Pizza Nova, florists, hair salons – you name it, it's here!

We would also like to welcome 217 Bridge Street, 98 resident multi-family apartment community in Belleville, in eastern Ontario.

Efforts are already underway to get both of these new communities introduced to all of MetCap Living's tools and to get them wired up with the latest technology so that each community's staff can be linked up to head office.



*Inverhouse, 920 Inverhouse Drive, Mississauga ON L5J 4B5*

## We're Moving!

MetCap Living is on the move in more ways than one. While we keep expanding the size of our portfolio, we are also moving head office to new digs. Recently head office staff was surveyed on their work location preferences and how they currently get to work. Considering all of this information, a decision was made to move to 366 Adelaide Street East. 366 Adelaide Street is located at the northeast corner of Adelaide and Sherbourne, close to George Brown College. The building is a loft style converted historic industrial building, with MetCap Living located on the fifth and top floor. All telephone and fax numbers will remain the same. Our new mailing address will be:

MetCap Living Management  
366 Adelaide Street East  
5th Floor  
Toronto, Ontario  
M5A 3X9



For those travelling to the new head office on the subway or GO Train, from the King subway station, take the 504 King Street West streetcar, exit at Sherbourne and walk a short block north along Sherbourne Street and you are there. For those driving south along the Don Valley Parkway, exit at Richmond Street and turn left on Sherbourne Street. For those driving along the Gardiner East, exit at Jarvis Street and turn right on Adelaide Street. There is a Toronto Green P Parking garage on the east side of Sherbourne in-between Adelaide and Richmond. The Montreal Bistro, one of Toronto's best known jazz clubs, is located on the ground floor at our new location. For the Tim Hortons fix in all of us, there is a Tim's right around the corner.

## MetCap Living Web Site Keeps Spreading the Word

The MetCap Living web site continues to grow as a source of information for our current and potential residents. Through January to mid-October, the MetCap Living web site was averaging 606,931 hits and 6,998 visits per month! July and August were the busiest months with 10,201 and 10,035 visits, respectively. Hits can be a bit misleading. Visits, on the other hand, means different people who have visited [www.metcap.com](http://www.metcap.com). In September, the average visitor to our web site visited 16 different pages. In September visitors to our web site downloaded 856 files, including our MetCaptions corporate newsletter, our Neighbours resident newsletter and our Welcome Home! documents. While most visitors to our site are from Ontario and North America, we receive visitors from Asia, Europe, the Middle East, Australia, the South Pacific, South America and Africa. More and more often, people who live overseas and are planning to move to Ontario or Quebec are using [www.metcap.com](http://www.metcap.com) to learn about their options and arrange a place to call home.

## MetCap Living Seniors' Division

MetCap Living Seniors' Division has been engaged by the County of Renfrew to undertake an operational review of their two long-term care facilities and set out a 3-year business plan for their operations.

Work on a \$1.5 million renovation of Picton Manor, in Prince Edward County, continues with a Neighbourhood Open House scheduled for November 25.

# MetCap Living Participates in Rick Winchell Charity Golf Tournament

On September 20, the first annual Rick Winchell Charity Golf Tournament was held at the Royal Ontario Golf Club in Oakville. Rick Winchell was MetCap Living's VP of Marketing until his tragic death in 2003. An afternoon of golf was followed by a dinner where people could come up to a microphone and talk about their funny moments with Rick over the years. Proceeds from the event went to Halton Women's Place, which works to help reduce women's abuse in our communities.

## More and More Languages to Better Serve our Residents

Last year we checked with our community and head office staff to see how many languages we speak. We discovered that our residents benefit from at least 15 languages that we speak. We were impressed enough that we thought our potential residents should know about it, so we did a Renters News cover to make people aware. Lately Esme Junaid has been updating our language capabilities and low and behold, we have reached an amazing 30 languages, which include:

- Greek
- Romanian
- Spanish
- Bengali
- Urdu
- Mandarin
- French
- Latvian
- Hungarian
- Hindi
- Arabic
- Russian
- Italian
- Somali
- Turkish
- Macedonian
- Ukrainian
- Yiddish
- Bulgarian
- Vietnamese
- Serbian
- Singhalese
- Hebrew
- Punjabi
- Cantonese

When a list is finalized it will be shared internally. If you need assistance communicating with a resident who speaks one of the languages above, there will be another MetCap Living team member you can call to connect and help with an issue. For further details email [esme.junaid@metcap.com](mailto:esme.junaid@metcap.com)



*“With MetCap Living staff now able to cover 30 languages, we’ll need to update this 2003 Renters News cover”*

# Welcome!

*The following people have joined the MetCap Living team since August 2004. Please help us in giving them a very warm welcome:*

Elena Basko	Cleaner	100 Parkway Forest (Parkway Forest)	North Toronto
Fjorala Beneja	Superintendent	40 Fountainhead (Maple Grove)	North Toronto
Bride Collins	Superintendent	125 Parkway Forest (Parkway Forest)	North Toronto
Domino Collins	Superintendent	125 Parkway Forest (Parkway Forest)	North Toronto
Christopher Dean	Superintendent	470 Sentinel (Maple Grove)	North Toronto
Irina Dubova	Superintendent	4190 Bathurst	North Toronto
Manilene Ek	Administration	Parkway Forest Office	North Toronto
Alain Gauthier	Maintenance	Olympic Village	Montreal
Azeta Godaj	Superintendent	270 Sheldon	
Dana Jeromkin	Superintendent	470 Sentinel (Maple Grove)	North Toronto
Erion Kale	Superintendent	40 Fountainhead (Maple Grove)	North Toronto
Andriy Kotunov	Superintendent	80 Forest Manor (Parkway Forest)	North Toronto
Natalya Kotunov	Superintendent	80 Forest Manor (Parkway Forest)	North Toronto
Svetozar Madik	Superintendent	120 Raglan	
Snezana Madik	Superintendent	120 Raglan	
Svetlana Markovic	Building Manager	15 Dundonald	Downtown Toronto
Zoran Markovic	Building Manager	15 Dundonald	Downtown Toronto
Rolanda Petre	Cleaner	6020 Bathurst	North Toronto
Dave Rafuse	Building Manager	80 Wellesley	Downtown Toronto
Peter Rivest	Cleaner	1485 Williamsport (Pacific Way)	Mississauga
Milena Sameva	Accounts Payable	MetCap Living Head Office	
James Wimpory	Building Manager	920 Inverhouse	Mississauga
Yelena Yeremina	Building Manager	6030 Bathurst	North Toronto
Alex Yeremina	Superintendent	6030 Bathurst	North Toronto
Susie Yen	Administration	Parkway Forest Office	North Toronto



[www.metcap.com](http://www.metcap.com)

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As of December 2004:

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Toronto, Ontario M5A 3X9