



# NEIGHBOURS

## MetCap Living Residents' Newsletter | Fall 2004

### Customer Service Sets MetCap Living Above the Rest

Customer service is an important part of what sets MetCap Living apart and why so many people choose to live in one of our communities. That's why we keep improving things like MetCap Living's staff training, web site and customer service line (1-877-METCAP-1). Our goal is to resolve issues as quickly as possible, in a way that is convenient for you. Based on the comments our customer service staff are receiving, we are achieving this goal. Here are a few recent examples:

*"I would like to take this opportunity to thank you and the rest of the team for taking care of all the issues. They all have now been resolved. I was very impressed with your quick response and how quickly everything was resolved. Your company does a very good job of taking care of the tenants and the building. I have lived in a number of buildings over the years, and this is by far the best".*

*"Just wanted to let you know about the new superintendent at our community. I've only lived here 5 months and I've seen such a difference. Our floors are clean in the lobby and elevators. The recycle bins are at the back of the building where they should have been in the first place. The laundry room is clean and the superintendent is always around. He's always friendly and says hi to everyone. When I needed some work done in my apartment he made sure that it was done correctly. So I just wanted to let your company know what a good job he is doing and to thank you for hiring someone who cares" .*

Keep those cards, letters, phone calls and emails coming!

### New Resident Assistance Area of MetCap Living's Website – Designed to Help You!



MetCap Living's web site just keeps getting better and better. A new area of [www.metcap.com](http://www.metcap.com) is completely geared to the needs of residents of MetCap Living communities. In this new area you will find Welcome Home! packages that help residents settle into their new homes. The Welcome Home! package includes a host of questions and answers that are important to residents. In the Resident Assistance area of the web site you can also find up-to-date Community Directories that include important contact phone numbers for services that are important to residents. Also here, you can find a copy of the Resident Maintenance Request form. If you are too busy to meet with your Building Manager to obtain a Maintenance Request form, then access it on the web site, print it out, fill it out and drop it off with your Building Manager. MetCap Living staff will take it from there! As usual, your Building Manager is your front line contact should you have any issues. If you have issues that don't seem to be getting resolved, then call 1-877-METCAP-1

## People on the Move

We recognize that our residents are busy people making efforts to improve their lives through education and better jobs. Sometimes these changes mean a need to move from one part of the city to another. You can visit [www.metcap.com](http://www.metcap.com) to see all of the communities MetCap Living has. It's important that you let your Building Manager know as soon as possible that you are planning to move, with notice typically being more than 60 days. If you have any questions on this then speak to your Building Manager.

## Just Being Downright Neighbourly

### Downright Neighbourly!

From time to time we hear about MetCap Living staff helping residents with special or unusual needs. We've also heard about residents helping other residents in positive ways. We want to hear about situations you have seen or been a part of where a resident has helped another resident, or a MetCap Living staff member (such as Building Managers, Superintendents, Cleaner or others) has helped a resident. Please send your stories to [downrightneighbourly@metcap.com](mailto:downrightneighbourly@metcap.com). If we use your story in a future edition of *Neighbours*, you will win a prize!

## Trivia Question

In the last issue of Neighbours our trivia questioned where did the City of Mississauga gets its name from? The correct answer was (b) a native tribe known as the Mississaugas used to live along the Credit River. All correct submissions were placed in a box and a winner was randomly picked. This issues trivia prize winner is Tanya Malhotra of Pacific Way in Mississauga. As her prize, Ms. Malhotra will be receiving a \$200 cheque. Congratulations!

### This issue's trivia questions is:

MetCap Living has introduced a new section to its web site called Resident Assistance. Within this new section, what information can residents find?

The possible answers are:

- a) resident healthy recipe index
- b) shopping tips in your neighbourhood
- c) car repair tips
- d) resident maintenance request form

Please clip this coupon out, identifying what you believe is the correct answer. Include your name and a contact phone number so that we can contact you if you are the next prizewinner. When the coupon is completely filled out please give it to your Building Manager.

Your Name: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Home Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Downright Neighbourly!

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