



NEIGHBOURS

MetCap Living Residents' Newsletter | Spring 2005

Fresh Look, Fresh Ideas!

It's spring at last! This is a perfect time to start new projects, finish off old ones and get an early leap on spring cleaning, so you are free to start enjoying warm weather and outdoor activities once again! Our 2005 Residents' Newsletter got a little spring cleaning too! Be sure to watch for informative regular features like Household Hints and MetCap Memos. In place of the Trivia Contest, we are pleased to launch the Best Resident Suggestion Contest. Read the Entry Form below for complete details, and be sure to get your suggestions into your Building Manager by the deadline. Good luck!

If you have any upcoming events or news or stories you would like share with other MetCap residents in our next newsletter, please contact us at newsletters@metcap.com, or call us at 1-877-MetCap1. Be sure to include your name, building address and suite number. Suggestions for the Summer newsletter should be submitted by May 15th, 2005.

Be part of the largest food drive in Canada!

Food drives often get the attention of the media and donors during holidays like Christmas and Easter. But hunger doesn't take a holiday. The good news is you can help!



On April 12, 2005 MetCap Living will join 961 other buildings in Ontario to gather much-needed food for Ontario families. The Federation of Rental-Housing Providers of Ontario (FRPO) has invited each of its members to join a 1000-building crusade to fight hunger this spring.

At MetCap buildings across the city, residents are asked to help fill their building's donation box to the brim. Contributions of non-perishable foods such as canned fish, cereals, powdered milk, juice boxes, soup, pasta and sauces, and baby food are all needed. Every gift makes a big difference. Make the food drop box part of your commute on April 12th. Someone, somewhere will be very grateful.



What would you do with \$100?

At MetCap Living, we realize that the one thing that makes an apartment feel more like home is to be surrounded with the familiar comfort of family and friends. Our 2005 Resident

Referral Program now offers a rare opportunity to choose your own neighbours, and receive a \$100 reward!

Any time your friends, family, co-workers or acquaintances are contemplating moving to a new residence, invite them to check out MetCap Living. We now manage 39 affordable locations throughout the Greater Toronto Area. Each site offers convenient access to transit lines, shopping, schools and recreation. A full selection of addresses and floor plans is available on line at www.metcap.com.

Once an application has been approved and your new neighbours have moved in to their suite, we will send you \$100, our way of saying "thank you for sending us good neighbours". All you have to do is make sure that your name and suite number are submitted to your Building Manager, along with the future resident's Rental Application. We take care of the rest! So, what will you do with your \$100?

New Baby, New Year, Big News!

At precisely the stroke of midnight January 1st, Tanvi Srinivasan made her vocal entrance into this world, innocently making her way into local newspapers in the same breath! Tanvi bears the rare distinction of being the first baby born in the Greater Toronto Area in 2005.

Please join us in congratulating MetCap residents Bala Srinivasan and Jothi Muthuvadivu on the birth of their first child. "Our due date



was December 26th, we really didn't expect it to be January 1st!" noted her elated parents. Best wishes arrived from relatives living as far away as India and Singapore. Tanvi, now nearly three months old, is already enjoying getting out and about and has been spotted napping peacefully in local stores and shopping malls.

Introducing the 2005 Best Resident



Suggestion Contest. First Prize: \$200.

In our continued quest for total resident satisfaction, we invite all MetCap residents to continue sharing their ideas through the Best Resident Suggestion Contest. Entries will be judged on creativity, affordability, and overall benefit to the widest range of MetCap residents. The winner will be announced in the next newsletter.

If you have an idea that will benefit the comfort, convenience or safety of fellow MetCap residents, please share it with us! Complete the Entry Form on the back of this coupon, and return it to your Building Manager before May 15th, 2005. Good luck!

Household Hints

Heads up! Our feathered friends will be returning any day now, and they could be headed your way! That's right, a pigeon party could break out on your balcony! While no one likes to break up a party, few people like to clean up after them either! Why just the other day, my neighbour Joe was telling me how he handled his pigeon problem last spring, and he was full of good ideas! Our conversation went something like this:

"Joe," my wife says, "those air rats are making a foul mess of our balcony again!" "I can fix that" I say. "I'll clean up their mess, even make the place inhospitable to pigeons!" So here, in his own words, is what Joe did...

"I tidied all the clutter on the balcony, you know, to eliminate any nesting spaces. I put everything we didn't need in our storage locker, or threw it away! Seeing all this tidying going on brought a little grin to my wife's face."



"Next, I put a wide strip of sticky, two-sided tape, along the top of our balcony railing. Pigeons don't like to land on it. They also don't like the feel of finely ground salt or pepper, so I sprinkled some of that on top of the railing for good measure! Well, the creativity in that made my darling wife smile merrily, it did!"

"Then I remembered reading somewhere that pigeons have a natural fear of owls. I put a model of an owl on our balcony and changed the placement of it regularly, to mimic owl behaviour! It worked! Pigeons stopped flying nearby. All the while my wife was in the kitchen, smiling and humming, and making me my favourite lunch!"

"For the crowning touch, (you can skip this step if you have a power washer!!) I pulled out a bucket and a scrubbing brush. I swept away all the old pigeon droppings with a stiff bristled brush, and washed away the residue with mild soap and water. I took a quick look at the balconies below me, before I started rinsing! I got the whole job done in less than half an hour, and I went in for lunch! Easy!" "And your wife", I asked, "was she happy to have the balcony back?" "Well that she was" said Joe with a smirk. "As a matter of fact, she was so happy with how thorough I was, she's decided to let me clean the whole apartment from now on!!"

MetCap Memos:

MetCap Living's Resident Helpline fielded over 750 inquiries in 2004, providing assistance on topics ranging from leasing and maintenance to giving notice and requesting transfers. The Helpline is staffed from 8:30 a.m. to 4:00 p.m., Monday to Friday. Voice Mail is available after hours and on weekends. Residents are encouraged to consult with their Building Managers for assistance first, and then call the HelpLine if they need further clarification or assistance.

Among the most popular inquiries:

What is the appropriate notice period for an internal move to a different suite, or a move-out? If you have a current lease, you must provide written notice that you intend to vacate, sixty days before the expiry of your lease. If you rent on a month-to-month basis, notice must be provided in writing, sixty days prior to the first day of the month in which you wish to move. For example, if you wish to relocate on June 1st, you must provide notice no later than April 1st. If you wish to relocate on June 10th, you must still provide notice on April 1st.

What should I expect after I give notice that I intend to move? You will receive written acknowledgement of your vacancy notice from your Building Manager, by mail, within 5 business days. Under the Tenant Protection Act, once you have provided written notice to vacate, your suite may be shown at any time. Twenty-four hours written notice is not required. Your Building Manager will work quickly to show your suite to potential residents. They will always knock before they enter, and call ahead when possible. Remember to keep your suite clean and presentable! The sooner we have it rented out to the next resident, the fewer interruptions you can expect!

What is the correct way to appoint someone to deal with MetCap on my behalf? Further to new Privacy Legislation enacted in January 2004, any resident with special language needs or schedule constraints may appoint a representative to act on their behalf when discussing their account with MetCap, by providing written notice detailing the person to be appointed, to their Building Manager. A photocopy will be kept with MetCap Living's Head Office. Your representative must show photo identification before any account details can be discussed.

In Our Next Issue:

Start shopping for beach towels!

MetCap pools across the GTA will be opened on July 1st! Watch for the summer newsletter for further details.



366 Adelaide Street East
5th floor
Toronto, Ontario
M5A 3X9

Tel: 416.340.1600
Fax: 416.340.1593
Customer Service:
1-877-METCAP-1

www.metcap.com

Best Resident Suggestion Contest

Please print clearly

Resident Name

Address & Suite #

Your Suggestion:

Please return your completed entry form to your Building Manager before May 15th, 2005. Good luck!