



Neighbours

Winter 2009

METCAP LIVING RESIDENTS' NEWSLETTER



Brr! It's Cold Out There!

The year has started out cold and snowy...nice to some, less so to others! If you're an avid skier or love to toboggan, this weather might just be perfect for you. Enjoy!

If you're more a shorts-and-sandals kind of person and have become tired of a routine of slogging it out in the snow and slush, you need a break. You need to treat yourself, which might mean you should arrange a relaxing day to yourself at home or, quite the opposite, a fun day out with family or friends. Whatever it is you need, making it happen might give you a real boost.

Contests, Contests, Contests

At MetCap Living, we like contests! We like helping you to get involved in community-building efforts, to express your creativity, and to have a little fun along the way. We've had a few contests in recent months and the results have been "stellar"!

1. Fall 2008 Neighbours Family Tree Contest

Eight-year-old Mahnoor Hussain, of 65 Forest Manor Road, came up with an innovative idea for her contest-winning family "tree." Presenting three generations, Mahnoor's outer-space-themed design is a colourful and fun guide to the people in her family. For her win, Mahnoor received a 16GB iPod® touch.

2. Christmas Contests

Two awards were up for grabs during the Christmas holidays, and residents at 125 Bamburgh Circle won both. Not only was theirs the best-decorated lobby of all MetCap buildings, but they also pulled together the largest group for a get-together to enjoy it. Sorry, no big prizes for these contests, but we suspect they had enough fun to compensate for that!

Here We Grow Again

Since the fall 2008 edition of Neighbours was distributed, MetCap has grown by 583 suites. We welcome new residents in the following locations:

- 182 Church Street East – 92 suites, at Kennedy Road North and Queen Street East, in Brampton, Ontario
- 70 Stevenale Drive – 100 suites, at Markham Road and Lawrence Avenue East, in Scarborough, Ontario

- 45 Greencrest Circuit – 100 suites, at Markham Road and Lawrence Avenue East, in Scarborough, Ontario
- 25 and 35 Jansusie Road – 90 suites, at Kipling Avenue and Albion Road, in Etobicoke, Ontario
- 2700 and 2702 Lawrence Avenue East – 201 suites, at Brimley Road and Lawrence Avenue East, in Scarborough, Ontario

As we continue to add buildings to the MetCap portfolio, we remain focused on providing good homes and top-quality customer service to all residents. MetCap's committed employees make this possible through the kind of assistance you can read about below.

Responsive, Competent Service Impresses New Resident

Compliments are happily received by most people, and, at MetCap, we're no exception. Here we share a good-news story to illustrate the MetCap culture of helping and to particularly highlight the care with which Building Manager Bogdan Savic attends to residents. Thanks to Adrienne Kerr for taking the time to express her appreciation.

December 18, 2008

I am a resident at The Manhattan Apartments, located at 75 Broadway Avenue in Toronto. I am writing to draw your attention to one of your employees, Building Manager Bogdan Savic.

I took up residency October 1st of this year, after a difficult search for appropriate housing. I dealt with a number of building managers over the course of a month and had the opportunity to compare and contrast the relative merits of apartment buildings and their managers in the neighbourhood. Bogdan distinguished himself as the most responsive, competent and helpful of them all. Throughout a very quick application procedure, he was helpful and courteous, and took care to respond respectfully to all of my questions and concerns. In short, Bogdan was simply the most welcoming, helpful building manager of all that I encountered during this period. Bogdan's responsiveness and respectful demeanour were key factors in my decision to live at The Manhattan Apartments.

During the past two months of my residency, I have had occasion to call on Bogdan for assistance. He responds quickly and efficiently with solutions, and checks to make sure that I am satisfied with the result. I was, and am, completely impressed by Bogdan's dedication to his job, which he always undertakes with a smile. I am delighted with my residency in this building, and Bogdan contributes significantly to that.

Bogdan has my deepest appreciation and thanks.

*Sincerely,
Adrienne Kerr*

THE FAMILY-PICTURE DRAWING CONTEST

With Family Day falling in February, now's a good time to focus on family and family activities. With this contest, we do both! We're looking for creative drawings of residents' families, at play or at rest... whichever you prefer. Two winners will each win a family day-trip voucher to Blue Mountain Ski Resort valued at \$250.



To enter the contest, submit a drawing of your family to your Building Manager by 5:00 pm on February 25th, 2009. The two winning drawings will be featured in the next issue of Neighbours.

Vesna and Joe and the Missing-Keys Incident

Vesna's ideas of a good time involve such things as shopping with friends (along with long tea breaks!) and visiting museums. Joe, on the other hand, is quite content at home, comfortable in his sweats, on his couch. To get Joe out, Vesna accepts that compromise is necessary, but she's not always happy with the results of their negotiations.

So it was on the night of the "Missing-Keys Incident." Joe and Vesna had settled on bowling for their night's activity, but Vesna was less than thrilled with their choice. Indulging in a little resentment, Vesna was absent-minded as they left the apartment, and hit the bowling alley without her purse. Well, at least Joe would have to pay for their evening's pleasure, Vesna thought with satisfaction. She was thus able to put aside her annoyance, and she and Joe had fun for several hours.

As they approached the building's front door, Vesna reminded Joe that she had no keys with her; they were in her purse, along with her money. After searching his pockets, Joe responded, in a mild panic, that his keys were also missing. He, too, must have left them at home!

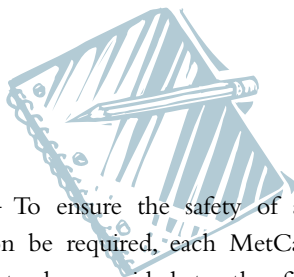
After a brief discussion, they realized that they'd have to call Vesna's friend Pauline, who lived nearby, in spite of the late hour. As inviting as it seemed to them to contact their Building Managers for help, because of the time, they decided against that option. Although their Building Managers are always willing to offer a helping hand, Vesna and Joe felt that to wake them up to get in – especially as this was actually the second time they had forgotten their keys this year – would be unfair. Once might be okay, but twice would be really pushing it. They stayed the night at Pauline's.

After breakfast the next morning, Vesna and Joe implemented the plan they had developed to avoid a repeat of the "Incident." Back at their building, they met with the Building Manager, who gave them access to their suite. With their keys in hand, they then left the building to have a couple of copies of their keys made. They gave one set of keys to Pauline and another to a trusted neighbour on their floor. With this done, they happily let themselves back into their apartment, where a big mug of tea for each of them helped to begin to erase the memory – if not the sore feet – of the "Missing-Keys Incident."

MetCap Memo

Reminders:

• **Emergency Assistance Form** – To ensure the safety of all residents should a building evacuation be required, each MetCap Building Manager maintains a file to be provided to the fire



department that details information on residents who need assistance to leave the building. When signing a lease, you would have completed an emergency assistance form, but keep in mind when changes occur in your family that the form may need to be updated. To do so, contact your Building Manager to receive a form, and return it to him or her upon completion.

• **Obligations As You Terminate Your Tenancy** – If you terminate your tenancy before your lease agreement ends you will be required to pay monthly rent charges until the expiration of the agreement unless MetCap is able to re-rent your suite before we begin to lose money due to vacancy. We will do our best to find a new resident in a timely fashion to enable you to move on without having to continue to pay rental fees on your vacated suite, but you need to help us help you.

• **Showing Your Suite** – After you have given notice to terminate your tenancy, we will show your suite from time to time to prospective lessees. (Note that MetCap is permitted to enter your suite without written notice during this process, as long as we inform or try to inform you of our intention to do so.) Between 8:00 am and 8:00 pm on weekdays, 10:00 am to 5:00 pm on weekends, please be prepared to have your suite shown. By keeping it as tidy and clean as possible during these times, you will enhance the attractiveness of the suite and improve the odds that it will be quickly re-rented, a result that will certainly benefit you.

Time Change

Daylight Saving Time will start at 2:00 am on March 8. Spring forward! Move the time on your clocks ahead by an hour before you go to bed on March 7. You'll lose an hour's sleep – unless you sleep in – but the extra light in the evening hours will be an early sign of spring.

First Day of Spring

Although it may still look wintry outside on March 20, spring will have sprung!

Office Closure

The MetCap head office will be closed on the following statutory holidays:

- Family Day – February 16
- Good Friday – April 10

Important Numbers:

Fire and Medical Emergencies	911
Resident Helpline	1.877.638.2271
Security	416.847.1177
After-Hours Emergencies	416.340.0536

www.metcap.com
Resident Helpline:
1-877-METCAP-1 (1-877-638-2271)



260 Richmond Street East, Suite 300
Toronto, Ontario M5A 1P4
Tel: 416.340.1600 Fax: 416.340.1593

THE FAMILY-PICTURE DRAWING CONTEST

Entry Form

Name	Age
Building Address	Suite #
Telephone Number	

Please submit to your Building Manager or e-mail to customerservice@metcap.com by 5:00 pm on February 25th, 2009.