



Neighbours

Fall 2010

METCAP LIVING RESIDENTS' NEWSLETTER



Building a Community in Each and Every MetCap Neighbourhood

While this issue of Neighbours includes a couple of bug-related items, we certainly don't want to leave you feeling jittery. So, along with the bug news, you'll find some good-news stories about happenings in MetCap communities. And, as always, we have a great prize available to the winner of our newsletter contest!

Annual summer barbeque events at Parkway Forest and Danforth Estates brought out loads of people in each community, including not only residents, but also their friends and family. Free ice cream and face-painting made for extra fun. (Free ice cream on a hot day: perfect!)



At the August Toronto Hawks Soccer Club Soccer Festival in the Parkway neighbourhood, MetCap made sure there was more free ice cream. After a good workout on the fields, the players in this tournament needed refreshment! The Toronto Hawks club is a member of the Toronto Soccer Association, and has provided indoor and outdoor programs for boys and girls ages 4 to 14 for 11 years. More than 600 players participate in the club, most of them from the Parkway Forest community. MetCap was happy to donate uniforms for players and awards at the tournament this year.

Helping residents feel truly at home in MetCap properties is our goal in these efforts. Take part and you'll find a community to belong to.



Another Great Job by MetCap Staff

Hard work leading to daily property improvements is commended in the following recent memo from the Rimars, who live at Canboro Gardens. Ongoing efforts by Resident Managers Bruce and Karen Crittenden are behind the notable accomplishments at that building.

To Whom It May Concern,

We have recently moved into Canboro Gardens while our new home is being built. In the last couple of weeks since moving in, we have noticed improvements to the property each and every day.

The reason for this email is to let you know that Bruce and Karen are doing a wonderful job with the daily maintenance of the property, not to mention the cleanup after tenants leave.

We have spoken to Bruce and Karen many times and have thanked them for their hard work, but I just wanted someone at head office to know that we appreciate them.

Thank you, The Rimars

Bruce and Karen, like the many other MetCap people who are thanked in these pages, know the meaning of the MetCap mission – to provide great living experiences in friendly neighbourhoods – and work toward it every day.

Vesna and Joe in a Battle Against Bedbugs

Joe likes to get stuff free. He likes coupons, discounts and two-for-one deals. It's no surprise then that he also likes to make finds in other people's garbage. He especially likes big-item pickup days, when furniture, equipment and other stuff that's too large for regular pickup is waiting at the curb.

On a recent evening stroll, he found a treasure: a comfy-looking, just-the-right-colour couch that would be a perfect fit in the living room. And since it hadn't rained, he felt safe in taking it home, believing that Vesna would share his enthusiasm for the find.

Vesna, however, was not pleased. "You don't know what kind of bugs might live in this thing," she sighed. "And now they live with us!" She immediately started scratching, just to make a point.

Later that evening, Joe felt itchy, too. "Vesna, I think you may be right about the bug thing," he said sheepishly.

The next morning, Vesna talked to the Resident Manager, filled out a maintenance request form to request treatment for bed bugs and returned upstairs to Joe to instruct him on preparing the apartment for the work to be done. She then took her purse and left him to get on with it. Joe knew he was in trouble!

When the job was done and some time had passed, Vesna did finally admit that the couch looked good. But she certainly never let Joe forget the problem it created.

MetCap Memo

Good Neighbours

Keeping Bugs at Bay: Pest control is something we all need to work on to be effective in a building. Cockroaches move easily between apartments; quick extermination is the only way to prevent their spreading. Check periodically around sinks and in drains for signs of cockroaches; these are some of their favourite hangouts. If you see bugs running for cover when you turn on the light in a dark room, you're living with cockroaches.

To arrange for treatment, complete a maintenance request form and give it to your Resident Manager. You can get a form from your Resident Manager during office hours or online, at www.metcap.com/resident_assistance, at other times. When you submit the form, be sure to keep the back page of the multi-page form in case you need to follow up for any reason. If the Resident Manager is unavailable, call the Resident Helpline, at 1-877-METCAP1 (1-877-638-2271), to get help. We know that you don't want to live with bugs, and we'll respond quickly to get rid of them for you...and your neighbours.

More on Pest Control: To avoid creating cockroach problems in your building, here are some important tips to remember:

- Inspect produce and boxes for bugs before you take them into your building.
- Store food in sealed packages that bugs can't get into.
- Rinse-clean food and beverage containers before putting them in your blue box.
- Remove food from any paper or cardboard packaging, such as pizza boxes, as you recycle.
- Keep your apartment clean (but note that even clean homes can attract cockroaches).
- Report bug sightings as soon as possible to MetCap staff, as detailed above.

Here We Grow Again!

The MetCap family continues to expand. We welcome new residents on Windsor's Wyandotte Road.

We Have Winners!

The winners for summer contest were Rena Kisson & Tim Cosgrove. They both won a 19inch LCD tv.

Parkway Residents, Take Note

The management office at Parkway has moved. It is now located at 32-50 Forest Manor, Unit 42-07. Office hours will be changing, too, in the near future; watch for more information in your building



Upcoming Holiday Schedule:

Friday, December 24, 2010	Closed 12:00 noon
Monday, December 27, 2010	Closed
Tuesday, December 28, 2010	Closed
Friday, December 31, 2010	Closed 12:00 noon
Monday, January 03, 2011	Closed

Important Numbers:

Fire and Medical Emergencies	911
Resident Helpline	1.877.638.3371
Security	416.847.1177 (GTA only)
After-Hours Emergencies	416.340.0536 (GTA only) or 416.340.0536



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Fall Contest

**Tell Us Why You Deserve a Getaway...
And Earn a Chance to Win One!**

Blue Mountain Resort, near Collingwood, Ont., provides year-round fun, from skiing and snowboarding to wall climbing, kayaking, golfing and hiking. For those interested in less-active pursuits, the resort also features spas, restaurants and clubs. There's pretty well something for everyone.

If you could benefit from a family getaway to Blue Mountain, tell us why in 25 to 100 words, then submit your mini-essay to your Resident Manager by 5:00 pm on November 25. Our favourite entry will win the writer a four-person getaway to fun. The winner will be announced in the next issue of Neighbours.

