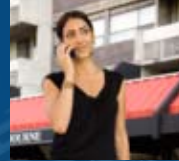




# Neighbours

Spring 2010

METCAP LIVING RESIDENTS' NEWSLETTER



## Springing into Action

There's nothing like spring weather (or a visit from the in-laws!) to motivate many people to clean and tidy. For some, the warmth and longer days restore energy that's sapped by winter's cold. The very idea of spring cleaning – the Canadian tradition of thoroughly cleaning and reorganizing the home at the end of winter – indicates how we collectively pick up steam as the weather warms.

If you're planning a spring cleaning that involves work on your balcony, please keep the people in apartments or walking by below you in mind. Anything swept over the edge will land somewhere...and it could hurt or trouble your neighbours below. This includes water, which makes for an unpleasant surprise when it unexpectedly lands on you from above. Whether you're cleaning with water or watering plants, be sure that the water doesn't flow off your balcony.

Your spring cleaning might include installing pigeon netting on your balcony. If it does, be very careful that the netting doesn't fall to the ground below as you're working with it. This, too, would make for a nasty shock for a passerby. (It goes without saying that you should also take precautions to avoid falling!)

## Staff Kindness Acknowledged

Henry and Anita Smith sent the following letter to recognize the good work of MetCap staff.

Mary K. Smith lived 18 years at 125 Bambergh. She was very happy there. On behalf of Mary, we would like to thank everyone who looked out for her with utmost respect and kindness. She spoke often of Jing and William, and also Mr. Gallagher's kindness.

The note may be short, but it says a lot. Staff at 125 Bambergh put their hearts into their work!

## Adorable Pet Photo Contest Winners

As we predicted, the judging in this contest was tough! You can see for yourself just how adorable the pets of our contest winners are. The four pets and their owners are:



1 "Sushi" – Samantha Wong and Nicolas Li, 191 Sherbourne St.

2 "Mia" – Anam Khalid, 191 Sherbourne Street

3 "Milah" – Mariana Martinez, 470 Sentinel Road

4 "MacKenzie-King" – Christie Munro, 45 Lorindale

Each winner will receive a \$100 Pet Valu gift card.

## MetCap Memo

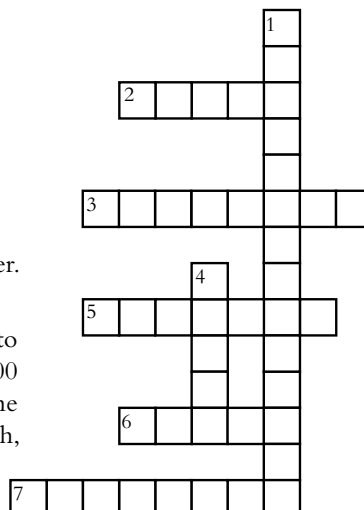
### Good Neighbours

- **Dog Owners Take Note:** If you don't always have time to take your dog outside when it needs to go, so to speak, to the washroom, you must set up an absorbent-litter tray, similar to a kitty-litter box, on your balcony. See the Pet Patio Potty™, at [www.doggysolutions.com](http://www.doggysolutions.com), for an idea of what you should have in place. Do not simply let your dog urinate on the balcony; it's unsanitary and could be unhealthy for your family and neighbours. Did we mention smelly?
- **Barbecuing on Your Balcony:** The Ontario Fire Code prohibits having a propane tank in a building. This means no propane-powered barbecue on your balcony. You can enjoy the pleasures of a grilled meal, however, if you use an electric barbecue; they're made for use on balconies.
- **Don't Neglect to Recycle:** We've done our best to make it easy for you to participate in your building's recycling program. Just fill the bin in your suite, then empty it into the larger bins in the recycling area, sorted as shown on the posters nearby. If you have any questions about the process, ask your Resident Manager. Please keep in mind that non-recyclables in the recycling containers are considered contaminants and could cause the whole load to be treated as garbage.

## TEST YOURSELF: HOW CAREFULLY DO YOU READ?

The answers to our crossword puzzle can all be found in this newsletter. Can you find them?

If you're able to fill in all the words, give your completed puzzle to your Resident Manager, along with your name and address, by 5:00 pm on May 31. Two winning entries will be chosen from among the submissions with correct answers. Each winner will receive a 19-inch, flat-screen TV chosen by MetCap Living.



### Across

- Don't let this flow off your balcony
- When Joe and Vesna are talking about their neighbours
- How Vesna and Joe feel as they're talking
- Name of a pet or an international cuisine
- A reason to call the After-Hours Emergency Number

### Down

- A Canadian tradition at winter's end
- MetCap amenities that will open by June 15

## MetCap Memo continued

- **Fireworks Are Fun, But...**: Please don't ignite any on your building's property, particularly on your balcony. This would be not only a fire hazard; it would also be a very loud, and possibly frightening, surprise for your neighbours.

## Outdoor Pools

Most MetCap outdoor pools will be opened by June 15. Check with your Resident Manager if you want to know the date of your pool's opening.

## Corporate Office Closures

- May 24 – Victoria Day
- July 1 – Canada Day

## Window Restrictors Save Lives

To protect children from falling out of windows, the City of Toronto requires that apartment windows have mechanical safety devices that prevent windows from opening more than ten centimetres (four inches). If your windows don't have restrictors or if the restrictors are broken, please inform your Resident Manager so that he or she may schedule installation of the devices. Please be sure to keep children safe on your balcony; never leave them unattended there.

## Vesna & Joe and Their Noisy New Neighbours

"Joe, are you asleep?" asked Vesna.

"Are you kidding? How could I sleep with that racket going on?" he replied. Both Vesna and Joe were tired yet wide awake, and annoyed.

The people in the apartment next door to them, who had moved in just the weekend before, were playing music that could be heard word for word in the bedroom of Vesna and Joe. At midnight.

"Vesna, I'm calling the Resident Manager," said Joe. "I can't stand this any longer."

Vesna was equally keen to bring the disturbance to an end, but she grabbed Joe's arm as he reached for the phone. "You can't bother the Resident Manager at this hour," she replied. "Call the police instead." Vesna was feeling particularly appreciative of sleep, and knew the Resident Manager shouldn't be wakened to deal with this commotion. "Anyway, maybe they'll pay more attention to police at their door."

Joe agreed and made the call. "We'll let the Resident Manager know about this tomorrow."

*In most municipalities, noise-restriction by-laws require that the audibility of music, for example, be limited to the user's own property after a certain hour. In Toronto, that time is 11:00 pm. If you are bothered by the noise of a neighbour after that time, call building security, where available, or the police for help. You are asked not to contact the Resident Manager or the after-hours emergency line in such situations.*

*Provide written information about the incident soon afterward to your Resident Manager, who will follow up by sending a warning letter to the noisy neighbour. Your involvement will be confidential.*

## Customer Service Corner

MetCap has processes in place – one of which is detailed above – for residents that require help from staff. If you need help, please keep in mind the following:

1. Building staff are first to be contacted, but only during regular business hours.
2. If you feel that your concern has not been adequately addressed by building staff, call the Resident Helpline. If no one is available when you call, leave a detailed message; your call will be returned as soon as possible, again during regular business hours.
3. In the case of an emergency after business hours, call the After-Hours Emergency Number: 416-340-0536, in the GTA, or 1-866-511-0536. Building staff will be notified of the emergency through this channel, and will come to your aid.

If, after business hours, you were stuck in an elevator in the building or noticed major flooding that required immediate attention, for example, you would be in an "emergency" situation for which you would call the After-Hours Emergency Number. For fire and medical emergencies – life-and-death situations – you should always call 911.

Issues related to parking and maintenance – even lost keys – are not emergencies. They are to be dealt with by building staff during business hours.

## IMPORTANT NUMBERS:

|                              |  |
|------------------------------|--|
| Fire and Medical Emergencies | 911  |
| Resident Helpline            | 1.877.638.2271                               |
| Security                     | 416.847.1177 (GTA only)                      |
| After-Hours Emergencies      | 416.340.0536 (GTA only)<br>or 1.866.511.0536 |

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

## TEST YOURSELF: HOW CAREFULLY DO YOU READ?

### Entry Form

|                  |         |
|------------------|---------|
| Name             | Age     |
| Building Address | Suite # |
| Telephone Number |         |

Submit your completed puzzle to your Resident Manager by 5:00 pm on May 31st.  
Include your suite and phone numbers on your entry so that we can contact you if you win.