



# Neighbours

Spring 2011

METCAP LIVING RESIDENTS' NEWSLETTER



## With Spring Weather, Living Moves Outdoors

It happens every year, but never ceases to excite and delight people: spring comes, bringing with it the mild weather and beautiful days that get us back outside. We open windows, put balconies back into service and find ways to spend more time outdoors. This issue of Neighbours looks at how to safely and thoughtfully enjoy what spring offers. We provide information about balcony cleaning and uses, window safety and noise control, to ensure that you – and your neighbours – get pleasure from the good days ahead.

## MetCap Staff: Problem Solvers and Good Guys!

Shortly after leaving his MetCap apartment in Brampton, Manpreet Dhaliwal wrote to share his appreciation for the everyday efforts of staff there. Seems he and others in the building benefit from attentive and caring service!

*To: Customer Service*

*Subject: MISS MY APARTMENT!!!*

*I lived at 165 Kennedy Road South, Brampton, Ont. Jill Ledoux and Anthony Davis, the Resident Managers, were my immediate neighbours. They are wonderful people. Always helped me in any way I needed them and, of course, are helpful and co-operative to everyone living there. I really miss people like them.*

*I also want to mention here no other than Mr. King Lee [Senior Manager, Construction and Maintenance], noble, kind-hearted, wise and the nicest guy I have ever met. Whenever he sat in the office, any resident problems were solved like nothing. He is an intelligent guy and knows how to handle any problem and different-natured people. He manages everything so well. He even helped me solve one of my personal problems ... that's why I still remember him.*

*I had to leave that place due to my job change; otherwise I had planned to live there for a long time. Whenever I get a chance to come back, I would definitely love to live there and join those nice people again. And I still refer people to MetCap buildings.*

*Thanks, Jill, Anthony and King.*

*Manpreet Dhaliwal*

## Winners of MetCap's Winter Contests

### How Do You Have Fun in Winter?

Spike – the dog – is one member of Amy de Wilde's family who obviously loves the snow. He makes it fun for everyone else, too; his hopping, snowball-chasing and full-force dives into the snow make for a good show. When they get home after a winter outing like this, a round of cocoa helps everyone but Spike warm up. Spike probably has to settle for water!

As the winner of our winter photo contest, Amy, of 41 Lorindale Avenue, earned a \$50 Sport Chek gift card.

### Christmas Contests

Even if "winter" and "fun" don't normally meet in one of your sentences, you might enjoy the festivities related to Christmas. It's clear that many MetCap residents in these buildings do:

Best attendance at Christmas get-together:

Residents at 40 Fountainhead Road in Toronto gathered in numbers to celebrate the season.

Best decorations:

The lobby at 390 Dawes Road looked amazing!



## Vesna and Joe Spring into Action!

"I've got a scrub brush, the pail and water, and gloves for both of us," Vesna yelled to Joe. "Would you please grab the disinfectant liquid? I'll meet you on the balcony."

Vesna was doing her best to interest Joe in spring cleaning. While cleaning wasn't really Joe's thing, sitting on the balcony and enjoying the warm weather certainly was ... and that wouldn't be pleasant in its current state. Even Joe could see that some tidying and cleaning were necessary.

On the balcony, Joe said, "How about you move those chairs and boxes? We can be done in no time if I just throw a few pailfuls of water at the mess out here." Vesna wasn't surprised by Joe's idea, but she was alarmed. She said, "No way, Joe. If you do that, our dirty water will land all over people and balconies below."

Vesna handed Joe some rags, and asked him to sop up the water after she scrubbed. Working together like this, they managed to clean the balcony floor without dripping water over the edge.

As they went from one side of the space to the other, they created a pile of items to be moved into the apartment. During the cold months, they had used the balcony as a storage area. As Vesna noted, though, they'd have to find other places to put the stuff now. They certainly couldn't risk having their nephew on the balcony with boxes and bins that would serve him as steps. The very thought of what could happen made both Vesna and Joe shudder.

When they finished the cleanup, they set up their outdoor chairs and tried them out. "This is great," said Joe. "Bring on the hot weather!"

## Balcony Cleaning and Safety

Keep these tips in mind as the weather warms:

- ❖ Remove objects from your balcony that children could climb on.
- ❖ Get rid of anything that could collect water and serve as breeding ground for mosquitoes.
- ❖ Ensure that you can lock the screen door that leads to your balcony if small children are around.
- ❖ Don't feed pigeons on your balcony or allow them to nest there. Talk to your Resident Manager about netting if you're having a problem with pigeons.
- ❖ Prevent pets from "doing their business" on the balcony. If you can't always take your dog outside when it needs to go, set up an absorbent-litter tray, such as the Pet Patio Potty™, available at [www.doggysolutions.com](http://www.doggysolutions.com).
- ❖ Never throw anything, including lit cigarettes, off the balcony.
- ❖ Put garbage – especially food – where it belongs, not on your balcony, where it can attract flies.

Another important safety must: make sure that all of your windows have screens and, where necessary, window restrictors (child safety locks). If your windows are missing these items, get in touch with your Resident Manager to schedule a fix.

## Here We Grow Again

Buildings at 2892 St. Clair Avenue East and 77 and 95 Pembroke Street, all in Toronto, have been added to the MetCap portfolio. New residents: welcome to MetCap!

## 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)  
 (outside of the GTA) 1-866-511-0536



260 Richmond Street East,  
 Suite 300  
 Toronto, Ontario  
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 Tel.: 416.340.1600  
 Fax: 416.340.1593

## Good Neighbours

**Caring for Your Dog:** Having a dog in an apartment building can keep you busy. Just ensuring that it gets out when it needs to means that you'll be going outside a few times a day. Good exercise and fresh air, right? Well, those are the good things. Not so good is the poop, especially if you happen to step in some! Please stoop and scoop to clean up after your pet. And, if your dog is a barker, keep your neighbours in mind (along with the fine you could receive from the City!); do some research to figure out why it's barking and how to stop it. Speaking of Noise: Between 11:00 pm and 7:00 am, when most of us are sleeping, local by-laws impose noise limitations to prevent loud disruptions. Please keep your noise down, especially during these hours, to ensure that your neighbours can get the sleep they need. If you are bothered by someone's noise outside of regular business hours, please contact building security, if applicable, or the police, not building staff. If you do want to let staff know about the incident, please submit your complaint in writing the next day.

**Maintenance Requests:** If you have work to be done in your apartment, including pest control, you'll need to submit a maintenance request form to your Resident Manager. The forms are available from the Resident Manager and on the MetCap website; they are also provided in the welcome packages given to all new residents. Your Resident Manager will also give you policy information if you need it.

**On a Similar Note:** If you plan to cancel your parking space or terminate your lease, please be sure to give your Resident Manager 60 days notice. That way, you give us time to lease the space again to ensure that you're not held liable for rental fees after you leave.

## Corporate Office Closures

MetCap's head office will be closed on:  
 Victoria Day Monday, May 23  
 Canada Day – Friday, July 1

# Spring Contest

## Spring Contest: Possibly Our Easiest Ever!

All you have to do to be eligible to win our spring contest is successfully find information in this newsletter and submit your answers on time. One person (18 or older) who answers all of the questions correctly will be chosen to win a family pass for Canada's Wonderland.

Do your reading, then let us know:

1. What is the address of MetCap's newest property?
2. When is Victoria Day?
3. What did Vesna ask Joe to bring to the balcony?
4. Which building won our Christmas-decoration contest?
5. What is the after-hours emergency phone number for people outside of the GTA?
6. How much notice is required when you want to terminate your lease?

Submit your answers to your Resident Manager by 5:00 pm on May 30. If your answers are correct, your name will be entered in our draw for a spring getaway. The winner will be announced in the next issue of Neighbours.