



# Neighbours

Summer 2011

METCAP LIVING RESIDENTS' NEWSLETTER



## It's Back-to-School Time... But It's Still Summer!

While a return to school-year routines is part of many people's schedules these days, you may not want to give up on summer just yet. Summer doesn't end officially until September 22, after all. Like all good things, though, summer will end. When it does, we can look forward to the delights of fall: crisp apples, pumpkins, the changing leaves, burrowing under the blankets on a cool night, Thanksgiving, Halloween and more.

Enjoy the last days of summer. It's a beautiful time of year in our part of the world, and a perfect time to be outside, whether you're walking, hiking, cycling, picnicking or sitting.

## Projects Illustrate the Great Living Experiences Going on at MetCap

The MetCap mission is to provide great living experiences in friendly neighbourhoods. Recent communications show that residents at a couple of MetCap properties are benefiting from initiatives that aim at exactly that goal.



1616 Oulette Avenue, Windsor

At 182 Church Street East in Brampton, residents have raised funds in the last year to build a "Kids Zone," with a sandbox, small basketball court, benches and gardens. Funds have come through social events, including barbecues and a winter carnival, and ongoing donations of returnable bottles, loose change and larger contributions. In a letter sent to Resident Managers Kristy Tipping and Roland Foisy in July, Steph included a donation to the Kids Zone fund, with this note:

*Kristy & Roland,*

*I think it is truly great what yall [sic] do for us tenants, especially the children. Yall were there for us during our rough time, and there will never be a way I can show you all my appreciation for being the friends you've been to us. I would like to say thank you by giving a donation to the kids fund to help make happy memories for all our little ones.*

*Thank you for all yall do!*

*Regards,  
Steph*

Windsor Court Apartments, at 1616 Ouellette Avenue in Windsor, is lucky to have resident Deborah Sharpe. In a bit of a change of roles, Resident Manager Jason Drayton wrote to MetCap Customer Service to praise the work done by Deborah in the gardens at their building. Says Jason,

*I have a tenant in my building, Deborah Sharpe, that has been such a great help with my gardens. They look great, too. She has been using wildflowers, so when the odd weed shows up, it blends in nicely with the wild grass.*

We know that MetCap staff is appreciated by residents; we receive lots of letters to commend their hard work. It's nice to see that the efforts of residents are also valued by staff.

## Winners of MetCap's Spring Contest

Deepa Deb of 100 Parkway Forest Drive in Toronto and Ibolya Gal of 195 Kennedy Road South in Brampton found the answers to our spring quiz. Their names were drawn from among all of the correct entries; each won a family pass to Canada's Wonderland.

## Vesna and Joe Save the Day

"Do you hear an alarm, Joe?" Vesna had been reading for some time at the kitchen table, and had just lifted her head from her book when Joe entered the room. Joe looked ruffled, his hair and clothes showing signs that he had been asleep.

"Yes, I think it woke me up," Joe replied. "It sounds like it's coming from just above us."

"My book is so good... I wasn't paying attention, I guess," said Vesna. She sniffed then, and a look of panic registered on her face. Seeing it, Joe sniffed, too, and noted the unmistakable smell of smoke. "Let's get out of here," said Joe. "I'll call the Resident Manager from outside."

Joe and Vesna left their suite and headed for the stairs to leave the building. Along the way, Vesna pulled the fire alarm in the hallway. Once safely outside, Joe phoned the Resident Manager to explain that they could hear an alarm from within the apartment above theirs and smell smoke. The Resident Manager then called 9-1-1 to report the fire.

When the fire department arrived soon after, the Resident Manager was on hand to provide details about the situation. Residents were still leaving the building, and many had gathered outside the front doors. By the time the firefighters gave the okay to go back inside, most residents had made themselves comfortable on the grounds. They were happy nevertheless to hear that the building was safe to re-enter.

Later that day, when the excitement had settled and only a faint smell of smoke lingered in the air, Vesna and Joe received a phone call from the Resident Manager, who thanked them for notifying him about the fire and explained what had happened. The resident in the apartment above had put the kettle on the stove to make tea, then forgot about it and left for work. The water boiled away and the kettle was burning. Fortunately, when Vesna and Joe heard the alarm, there was smoke, but no fire. If much more time had passed, however, a fire would have undoubtedly started. The Resident Manager again expressed his thanks for their quick action: they had saved the day!

Please be sure to turn off kettles, irons and other such appliances that could start a fire before you leave your apartment. Your neighbours depend on it!

**Note:** High buildings are designed to be fire-safe. They are constructed with fire-resistant materials and are separated into fire compartments. The compartments act as a barrier. If you discover a fire, here's what to do:

1. Before opening any door, feel the door handle and the door itself, starting from the bottom, moving to the top. If the door is not hot, open it slightly. Do this as soon as possible.

**If you can leave your apartment:**

2. Leave your apartment if the hallway is free of fire or smoke. Take your keys. Close, but don't lock, the door behind you.
3. Activate the red manual pull station next to the stairwell and leave the floor.
4. Take the stairs, not the elevator. Be sure to close the stairwell door after you use it to preserve the safety of the escape route.
5. If you encounter smoke in a stairwell, try to get to an alternate stairwell. Crawl low under smoke. (If the alternate stairwell is also contaminated with smoke, return to your apartment.)
6. Call 9-1-1.
7. Return only when the firefighters have declared the building safe.

**If you can't leave your apartment or have to return to it:**

8. If you see or smell smoke, or feel or hear air pressure or a hot draft, close the door quickly, but don't lock it (to ensure possible entry by firefighters).
9. Seal all cracks where smoke can enter using wet towels or sheets.
10. Move to your balcony or to the most-protected room in your apartment.
11. Partially open a window if you can, but close it if smoke comes in.
12. Keep low to the floor. Heat and toxic gases rise.

13. Signal firefighters by waving a white sheet or towel.
14. Wait to be rescued. Remain calm. Don't panic or jump from the building.
15. Listen for instructions or information from authorized personnel (via the building communication system or loudspeaker).

A couple of legal points: It's the law in Ontario to have working smoke alarms in your home. If you don't, you could receive a fine of \$235. It's illegal to make a malicious false report of a fire. Rewards are available in some jurisdictions to people who provide information about false alarms that lead to convictions.

### 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



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## MetCap Memo

### Good Neighbours

#### Please, Keep Your Dirty Water to Yourself!

Unless your building is designed to accommodate them, washing machines and dishwashers are not permitted in suites. Using a dishwasher or a washing machine in your apartment could create a very unpleasant problem not only in your suite, but also in those of your neighbours. The water pipes in your building cannot handle the flow of water from these machines. Using one could easily result in flooding or backup of dirty water into your suite or another. Please use the laundry facilities provided in the building and wash your dishes by hand.

#### Shopping-Carts Are Meant for Shopping:

Getting your groceries or other goods home from the store if you don't have a car can be difficult at times. This doesn't mean, though, that you should borrow a store shopping cart. In fact, in some cities, such as Mississauga, Guelph and Markham, it is illegal to remove a grocery

cart from a store property, or to abandon one on public or private property. Residents who bring carts home and leave them in building hallways create eyesores, as well as potential dangers for their neighbours, especially in the case of a fire. They can also damage walls and doors while they manoeuvre through the building. A good solution to getting your groceries home is to buy a folding cart that you can take with you to shop and stow away in a closet when you don't need it.

#### Don't Let Bed Bugs Embarrass You:

Bed bugs are a growing problem throughout Toronto; having them in your apartment shouldn't embarrass you. To get rid of them, take these steps:

- \* Fill out a maintenance request form immediately upon discovering the bed bugs. Be sure to indicate that you want holes and cracks to be filled. (This will help to prevent the return of bed bugs in the future.)
- \* Advise your Resident Manager that you require a pest-control-preparation form.

- \* Prepare your suite according to instructions on the form before the pest-control treatment. (If your unit is not appropriately prepared, you will face a delay in the process.)
- \* If you find that bed bugs remain after the treatment, let your Resident Manager know; a pest-control technician will examine the problem and resolve it. We are committed to putting a stop to bed bugs.

### Tenant Referral Program

Do you know that you could get \$200 from MetCap just for encouraging your friends to move to a MetCap building? If your friend is approved for an apartment with us, we'll sign a cheque for you. That's good in two ways: you get some extra money and you get to choose your neighbours!

### Corporate Office Closures

MetCap's head office will be closed on: Thanksgiving Day – Monday, October 10

# Summer Contest

## How Did You Spend Your Summer?

Summer will soon be just a memory for this year, but we're not ready to let go of it just yet. We want to see what you did this summer, whether it was a regular activity or a once-in-a-lifetime event.

Find a photo that shows you or your family enjoying some summer fun, and send it to your Resident Manager by 5:00 pm on October 21. If your photo is selected as the winning entry, you will receive a pass to Blue Mountain for a family of four. The winner will be announced in the next issue of *Neighbours*.