

Neighbours

FALL 2012



ENTER CONTEST TO WIN!

see below for details

Summer's Relaxed Attitude Leaves Us Out of Practice for Safety

School ends in June, and we all – students and adults alike – adopt a more relaxed attitude to life. Vacations and lazy days allow us to ease up on the rules and heavy schedules. September comes around and, with it, we tend to return to routine and structure.

Through the slow days of summer, kids may get out of the habits that keep them safe on school days. This is a good time to remind them about the importance of looking in all directions, watching for cars pulling out of driveways and parking lots, and crossing the road only at lights or in crosswalks. Whether they're happy or not about going back to school, kids need to do it safely; they may need a refresher to help them get thinking again about the rules of the road!

Welcome, New MetCap Residents!

Since June, when the last issue of Neighbours was distributed, MetCap has acquired properties in Nova Scotia, New Brunswick, Quebec and Ontario. We welcome all residents in these buildings to the MetCap fold.



Joe and Vesna Learn a Lesson the Hard Way

"Hurry, Joe, we're late!" Joe took a last, appreciative look at his couch, checked that he had his wallet and closed the apartment door, while Vesna headed down the hallway to the elevators, her arms full of picnic and beach gear. When they reached their car, however, the holiday vibe quickly evaporated. "Joe, the door's open..." Vesna cried.

Joe rushed to the car, and was disappointed to find the glove-compartment door open. The car manual had been left on the front-seat floor. Other contents, though – among them, his favourite CDs and a batch of pocket change – were gone. "What about the trunk, Vesna? Can

you check it?" Joe felt too discouraged to look, knowing that his tools might also be gone. Afraid to look, Vesna opened the trunk and sighed. "The tools are gone, Joe," she said quietly.

Vesna locked the car and took Joe's hand, and they returned to their apartment. Vesna made tea, then sat down to make phone calls: to the Resident Manager, the police and their insurance company.

Sadly, Joe apologized to Vesna: "This isn't how our day was supposed to be. If I hadn't left my tools and CDs in the car, we would have been at the beach right now." Vesna gave Joe a hug in reply. "And I'm sorry that you lost your things. Although, I really won't miss the Merle Haggard CD!"

Especially if you park outdoors at your building, be careful about what you leave in your vehicle and be sure to lock all of its doors. Certainly, don't leave any valuables in view.

Winner of Spring Contest-That-Wasn't-A-Contest

In the last edition of Neighbours, we asked readers to provide feedback about MetCap's newsletters. This wasn't really a "contest"; no answer could be wrong, and everyone who provided input by the deadline was entered in the draw to win a bike and helmet. The lucky winner of that prize was The lucky winner of that prize was Aju Verghese of 100 Parkway Forest Drive.



Thanks to everyone who participated. The information we received from you will guide us as we put together future issues of Neighbours.

Your feedback on and suggestions for this publication would be appreciated at any time. Send your input to Customer Service, at customerservice@metcap.com.

Fall Contest

Fill out form on reverse

"How I Spent My Summer"

On the first day or two back at school each fall, kids are routinely asked to describe to their classmates how they spent their summer vacation. Now, we turn the question over to you: How did you spend your summer? Send us a photo, a story, a drawing; describe your summer or a single event from within it. Give your submission, along with your name, suite number and phone number, to your Resident Manager by 5:00 pm of Dec. 1st to be entered in the contest. The winner will receive two Cineplex and Bon Appétit Dinner Gift Cards.



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
M5A 1P4
Tel.: 416.340.1600
Fax: 416.340.1593

MetCap Memo

Good Neighbours

- * **Plan Ahead: Short Notice Will Cost You** – If you choose to move out of your suite, be sure to give 60 days' written notice in order to avoid incurring penalty costs. Any resident who does not provide adequate notice of leaving will be charged a short-notice penalty. Further, you might end up owing MetCap for a vacancy loss, if one should result from your early departure. It takes time to find suitable replacement residents; if we are unable to do so when you leave on short notice, MetCap will charge you the rental fee for the period for which you are responsible under your lease. Your notice can be provided to your Resident Manager in the form of a letter that indicates when you intend to leave and includes your forwarding address. You may also find a notice of termination form on your province's residential tenancies website. In Ontario, for example, Form N9, the Tenant's Notice to Terminate the Tenancy, is available in the Forms section of the Landlord and Tenant Board website, at www.ltb.gov.on.ca.
- * **Controlling Pests is a Team Effort** – Living in an apartment building puts you very close to your neighbours... you share walls. Creatures as small as bugs aren't stopped, however, by the walls that separate us. That means that we must all take good care to keep bugs at bay. Cockroaches, for example, can be controlled by:
 - Inspecting produce and boxes before you take them into your building.
 - Storing food in sealed packages that

bugs can't get into.

- Rinsing clean food and beverage containers before putting them in your blue box.
- Removing food from paper or cardboard packaging, such as pizza boxes, as you recycle.
- Keeping your apartment clean.

Check periodically around sinks and in drains for signs of cockroaches; these are some of their favourite places to inhabit. If you do find bugs in your suite, quick extermination is required to prevent their spreading. 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.

- * **Cold-Weather Tips** – Although we've had a warm start to fall, we all know colder weather will be upon us in the coming weeks. To ensure that you're comfortable in your suite when that happens, make sure the heat can circulate properly in your rooms. Keep some space between the radiators and your furniture, and keep drapes and blankets off the radiators so the heat can do its

work. Keep windows closed and consider applying weather stripping for extra insulation from the cold. Never use your stove to warm the air; this could overload the breakers or cause a fire. If you have any heating issues, contact your Resident Manager for help.

- * **Calls to Customer Service** – If you're calling Customer Service, it might be because you're experiencing a problem of some kind. That might have you feeling frustrated, angry or upset. If that's the case, please take care to speak slowly and clearly if you are leaving a message, and provide your phone number, address, suite number and the reason for your call. If we can't understand your message or we don't get your contact information, we can't follow up with you to sort out the issue. Customer Service can be reached from 8:00 am to 8:00 pm Eastern time, Monday to Friday, 10:00 am to 5:00 pm on Saturday and 12:00 to 5:00 pm on Sunday, at 1-877-METCAP-1 (1-877-638-2271). If the line is busy during those hours, leave a message and a representative will return your call within 24 hours. To report suite-related emergencies outside of regular office hours, call (416) 340-0536. Before calling Customer Service, please contact your Resident Manager, during regular office hours, to deal with maintenance requirements and so on in your suite.

Corporate Office Closures

MetCap's head office will be closed on:

- * Sunday, December 25: Christmas Day
- * Monday, December 26: Boxing Day
- * Tuesday, January 1: New Year's Day

This Is Your Newsletter...

This newsletter is for MetCap residents, and we want it to be helpful to you. Please let us know what you'd like us to provide in the newsletter. We're open to suggestions! Send your ideas to customerservice@metcap.com or to Dorothy Parsons at MetCap Living Management Inc., 260 Richmond Street East, Suite 300, Toronto, ON M5A 1P4.

Fall Contest Form

Name

Building Address

Telephone Number

Age

Suite #

Make your best effort, then submit to your Resident Manager or to customerservice@metcap.com by 5:00pm on Dec. 1st; you just might win! (Be sure to include suite and telephone number)