

# Neighbours

SUMMER 2015



## ENTER CONTEST TO WIN!

*see below for details*

### Welcoming Summer!

Summer is here! It's the season of warm weather, barbeques and outdoor activities with friends. The kids are out of school and excitement is in the air. Whether it's our pools or nearby parks, there's lots of summertime fun to be had right in your own backyard. What are your plans for the summer?

### MetCap Events

#### Annual Springhope Food Drive (Ontario)



Many of our residents participated in our Annual Springhope Food Drive, which took place across our properties in Ontario on April 28. Housing providers and residents came together to help those in need by donating non-perishable items such as canned goods and packaged food. Participants had the option of donating online or in-person

via door-to-door pickups and building management offices. The Annual Springhope Food Drive was a huge success, with over 600 pounds of food collected. Thank you so much to all those who participated!

### Important Numbers:

Fire and Medical Emergencies: 911  
Resident Helpline: 1-877-638-2271  
After Hours Emergencies: 416-340-0536 (GTA only) or 1-866-511-0536  
Office numbers (These are building specific. Please check with your management office for more information)

### Here We Grow Again

Please join us in welcoming the newest members of the MetCap family:

- ✿ 1501 Woodbine Avenue (Toronto, Ontario)
- ✿ 225-227 Cosburn Avenue (Toronto, Ontario)
- ✿ 120 Elm Street (Collingwood, Ontario)

### Winner of the Neighbours Spring Contest

Congratulations to Carol McPhee from St. John's, New Brunswick and Catherine Smyth from Toronto, Ontario for winning Neighbours' Spring contest! They wrote in to let us know how they help the environment.

Carol and her family use energy efficient light bulbs, take shorter showers and keep the lights off during the day. Catherine and her family use their building's green and blue bins to cut down on the amount of garbage they throw away, converse water while showering and brushing their teeth and also keep their curtains closed during the summer time to help keep rooms cool without having to turn on the air conditioner. Thank you to Carol and Catherine for sharing their useful tips!



260 Richmond Street East,  
Suite 300  
Toronto, Ontario  
M5A 1P4  
Tel.: 416-340-1600  
Fax: 416-340-1593

## Neighbours Contest

Our staff work hard to make sure our residents are happy.

Is there a staff member—such as an assistant manager, superintendent or support person—in your building who goes above and beyond for residents? Tell us about them for your chance to win a fun hotel package!

Send us your entries via email to [contest@metcap.com](mailto:contest@metcap.com) or via mail to Dorothy Parsons at 260 Richmond St. East, Suite 300, Toronto, Ontario M5A 1P4



### How to Get Help

There are a few ways tenants can get help when they need it. In the event of a major emergency such as fires or life-threatening issues, call 911 immediately. You should also contact your Resident Manager after you have removed yourself from the situation.

For other emergencies—such as flooding in your unit or elevator entrapment—outside of normal office hours, residents can call the after hours emergency line 416-340-0536 or 1-866-511-0536.

All other non-emergency inquiries can be directed to your Resident Manager the following business day. You can request assistance by completing the maintenance request form found in your building's office. Pest control issues, maintenance requests, lost keys or being locked out of your home are not considered emergencies.

Please contact MetCap's Resident Helpline if you require assistance, such as following up on your maintenance request. Customer Service Representatives can be reached at 1-877-638-2271 or by email [customerservice@metcap.com](mailto:customerservice@metcap.com).

It is very important that your building's office has your up-to-date contact information. You should also let staff know if you or anyone you know need assistance in the event of an evacuation.

### Balcony Etiquette

Summer is the perfect time to enjoy your balcony. Here are some things to keep in mind to

make the most of your outdoor haven:

- ✧ Keep the noise levels down. Your outdoor fun may be disturbing your neighbours.
- ✧ Make sure your balcony is neat and tidy. A messy, cluttered balcony can attract pests and is also a safety hazard.
- ✧ Keep an eye on your little ones. Children should not be left unattended in balconies.
- ✧ Be mindful of those below you. Do not throw things from your balcony.

### Pest Control

No one wants unwelcomed pests in their home. Keeping your house free of ants and other pests is easy if you follow these tips:

- ✧ Do not leave food out on counters or dining room tables overnight.
- ✧ Seal up any boxes or containers of food. Pests love to eat!
- ✧ Wash your dishes right away. Piled dishes attract pests such as roaches.
- ✧ Always drain the water from your sink. Did you know roaches can swim and love to hang out in pools of water?
- ✧ Report any holes in screens, under your sinks or in other parts of your apartment to your building's management office. Pests can get into your home through these holes.
- ✧ Check your beds, sleeping areas and couches for pests on a weekly basis.
- ✧ Keep your kitchen and bathroom as dry as possible.

- ✧ Cover any food you must to leave out.
- ✧ Keep ripe fruit in the fridge to prevent fruit flies.
- ✧ Clean up any sticky messes right away.
- ✧ Throw garbage bags out on a regular basis. Do not let your garbage pile up for days.
- ✧ Be careful when purchasing second-hand things from garage sales or other places. Check everything for pests or eggs before bringing them into your home.
- ✧ Clean up clutter including stacks of newspapers and old boxes, which make for great hiding places.

Don't be embarrassed if you discover pests in your apartment. They can enter any home, regardless of your lifestyle or where you live. Let your building management know right away if you see any pests in your apartment so we can address the problem as soon as possible. Let's work together to keep our buildings pest-free.

### Choose Your Neighbour

Do you love where you live? Why not refer a neighbour and help grow your MetCap Living community! You may be eligible for an incentive if you refer a potential tenant. Residents who have lived in a MetCap Living community for one year are eligible to participate. Contact your Resident Manager or on-site Leasing Agent for more information.

## 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](mailto:customerservice@metcap.com) or to Dorothy Parsons at MetCap Living Management Inc., 260 Richmond Street East, Suite 300, Toronto, ON M5A 1P4.

## Contest Entry Form

Name

Building

Suite #

Phone Number

Please provide your responses, by 5:00 pm on Sep 15 in one of two ways: Either complete the form above and fax it to 416-340-1593, or send an email to [customerservice@metcap.com](mailto:customerservice@metcap.com), making sure that your answers are numbered to correspond with the questions.

