

Neighbours

WINTER-SPRING 2016

ENTER CONTEST TO WIN!

see below for details

Enjoying the Seasons!

Winter is coming to an end and Spring is definitely in the air. We hope that 2016 has been kind to you so far, and that you had a pleasant winter season. Spring is always a wonderful time. We're looking forward to the April showers that bring May flowers, warmer temperatures, sunnier days and brighter colours.

What are you most excited about this Spring?

Spring Cleaning Your Balcony

A lot of us turn our attention to refreshing our units after Winter. This is the perfect time to pack away the cozy clothing and blankets and revamp your living spaces for the warmer months ahead.

As you look for ways to spruce up your apartment, don't forget to think about your balcony. Here are some helpful tips for transitioning your outdoor spaces:

- Dispose of any items you no longer need. You can also opt to donate gently used items. Have large or broken items? Be sure to dispose of them in the proper way. Check with your building manager if you have any questions.
- Give any remaining items a good scrub to rid them of dirt or grime that accumulated during the Winter months.
- Sweep and mop your balcony floors. Stiff bristled brooms are best for sweeping, and a solution of all-purpose cleaner and water can work wonders on your floors. Be mindful of your neighbours below and do not sweep dust or spill water over the edge of your balcony.

Winner of the Neighbours' Fall Contest

We know that you've all been eagerly waiting to see who won the Neighbours' Fall contest. Heartiest congratulations to:

- Melissa and family (Toronto, Ontario)
- Shannon (Brockville, Ontario)
- Richard (Toronto, Ontario)

Outstanding MetCap Staff—Florence

Florence,

I want to thank you ever so much for caring of my request and got some one in clean my carpets, you went for it and got it done. It is fresh and clean. Now I can go for my brain surgery. You Florence are a 'Lady' who cares for her tenants and has a very large heart. "The smallest good deed is better than the grandest intention"



Here at MetCap, we couldn't do what we do without our incredible staff such as Florence. We received the following letter from a tenant. Florence helped fulfill the tenant's request, leading to peace of mind. The tenant was able to get their surgery without any worries.

We'd like to thank the tenant for the feedback. We love hearing about our outstanding staff members, so please do share your stories about staff who have made a positive impact on you.

You can share your feedback by emailing us at customerservices@metcap.com.

Winner of the Christmas Lobby Contest



Congratulations to 186 Church Street East, Brampton for winning our Christmas Lobby Contest! Not only did they have amazing lobby décor, they also raised a number of donations for Toys for Tots. The program works with different organizations and individuals to provide

toys for children in need during the holiday season.

Thank you to all of our tenants who participated in the contest. Everyone did an amazing job, and we appreciate your efforts!

Neighbours Contest

We want to know what your favourite spring activity is!

Tell us for your chance to win one of three VISA gift cards valued at \$150 each!

Send us your entries via email to customerservice@metcap.com or via mail to Dorothy Parsons at 260 Richmond St. East, Suite 300, Toronto, Ontario M5A 1P4. Contest deadline is May 20, 2016.

Here We Grow Again

We'd like to welcome the following buildings to the MetCap family:

Ontario

750 Morningside Avenue,
Scarborough
35 Greenbrae Circuit,
Scarborough
1485 Williamsport Drive,
Mississauga
3480 Havenwood Drive,
Mississauga
77 Wellesley Street, Toronto
80 Wellesley Street, Toronto
155 Wellesley Street, Toronto
16 St. Joseph Street, Toronto
15 Dundonald Street, Toronto

Quebec

222 Rue de Woodstock,
Saint-Lambert

British Columbia

9303 & 9304
Salish Court, Burnaby
9500 & 9505
Erickson, Burnaby

Important Numbers:

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



9500 Erickson Drive
Burnaby, British Columbia
V3J 1M8
Tel.: 604-421-0339

MetCap Memo

Fire Safety

Fire prevention is everyone's responsibility. Following these tips will help keep you and your loved ones safe in the event of an emergency.

- Let staff know about any maintenance issues you are having with your detectors right away.
- Make sure your carbon monoxide detector is installed correctly and in working order.
- Never remove or tamper with alarm systems in your unit and building. This is a finable offense.
- Evacuate via stairs, and not elevators, when the general building alarm is activated.
- If you have to evacuate via stairs, be very careful. Be aware of your surroundings as you go down the stairs. Do not rush or run.
- If you or someone in your unit requires special assistance during an emergency, please complete an Emergency Assistance Form.

The forms are available through your Resident Manager.

Working Together to Keep Our Buildings Clean

We are all responsible for helping to keep our buildings clean. Do your part to keep shared spaces tidy by:

- Cleaning mud or noticeable dirt off shoes, pets or grocery carts before entering the building.
- Shaking off excess water from umbrellas outside.
- Throwing garbage into shared garbage cans or shoots.
- Wiping up spilled drinks or food.
- Making sure your pet uses the washroom in the appropriate places and not in shared spaces.
- Advise your resident manager of any oddities, such as security issues, as soon as possible

Earth Day

Did you know Earth Day is the largest environmental event in the world? The annual event takes place on April 22. Join the fun by using less water, recycling and turning the lights off for a while. Reduce your carbon footprint by participating in a good cause!

Office Closures

Our offices will be closed on the following days:

- Victoria Day—Monday, May 23 (Nova Scotia, New Brunswick and Ontario)
- St. Jean Baptiste Day—Friday, June 24 (Quebec)

Choose Your Neighbour

Do you love where you live? Why not refer a friend and choose your neighbour! Tenants who refer friends or family may be eligible for an incentive. See your Resident Manager 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@metcaap.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 May 20, 2016 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, making sure that your answers are numbered to correspond with the questions.

