

Neighbours

WINTER 2013



ENTER CONTEST TO WIN!

see below for details

Coming Soon... Spring!(And Spring Break)

Winter is waning. Although Canada's groundhogs are in some disagreement about when the spring weather will arrive, it's not far off. Spring officially begins on March 20. Watch for robins!

Sometime in the next month or so, depending on your province, students will also be out of school for a week's holiday. We wish all of our MetCap families a happy March break.

Living on High: Good Habits for Life in a High Rise

Life in an apartment building has some perks, especially in winter time; not having to shovel is certainly among the biggest. But it's important to remember that living in a multi-storyed building also involves taking precautions that are not as necessary in a single-family home.

- Window Restrictors: To protect against falls from the building, your windows should have properly working restrictors. If they don't, inform your Resident Manager so that he or she may schedule installation of the devices.
- Balcony Safety: If you have children, ensure that there is nothing near the edge of your balcony on which they might climb. And lock the door that leads to your balcony to keep your children safely indoors when you're not outside with them.
- Over-the-Balcony Safety: Don't throw anything, including lit cigarettes, off the balcony. People walking below will certainly appreciate your carefulness!



And the Winners Are...

It's awards season in the world of entertainment, and we're doing our bit at MetCap to share in that spirit. So, to acknowledge best efforts at Christmas 2012, the "prizes" (i.e., a pat on the back) go to:

- * For best-decorated lobby: Residents and staff at 182 Church Street in Brampton, Ont.



- * For best attendance at a Christmas party: Residents at 112 Murphy Avenue in Moncton, N.B.



While "we love you...we really, really love you" all (à la Sally Field), we especially want to thank everyone who joined a Christmas-time effort to build community spirit where you live.

Updated Information Could be Your Ticket to Win



Give your information update, along with your name, suite number and phone number, to your Resident Manager **by 5:00 pm on April 2** to be entered in the contest. All entries will be placed in a draw; three winners will each receive a **\$200 Visa gift card**.

Send your feedback on and suggestions for this publication to Customer Service, at customerservice@metcap.com

Important Numbers:

Fire and Medical Emergencies 911
Resident Helpline 1-877-638-2271
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

✳️ **Think of Your Neighbours If You Smoke Outdoors:** If you choose to smoke on your balcony, please dispose carefully of your cigarette butts in an ashtray, not over the edge of your railing or on the floor. Not only will passersby below thank you; you may also keep your family and neighbours safe by preventing a fire from starting. And one more thing: Please remember that smoke travels and could bother others who are out getting air. We know you might not want to smoke indoors, especially if you share space with children or people with breathing issues, but consideration for your neighbours is also appreciated.

✳️ **Garbage and Recycling Reminders and Suggestions:** Recycling isn't difficult, especially if you make it part of your daily routine. Pre-sorting and frequent drop-offs in the recycling bins make this an easy-to-handle chore. If you need information about sorting, check for details near the bins or ask your Resident Manager. Keep in mind that non-recyclables in the recycling containers are considered contaminants and could cause the whole load to be treated as garbage. Garbage is even easier to dispose of, generally down the chute on each floor. To avoid creating obstacles for your neighbours and attracting pests, ensure that garbage goes in the chute, not on the floor of the chute room. If you happen to block the chute – overstuffed bags will do that – be sure to advise the Resident Manager. And get rid of your garbage only between 7 am and 11 pm to avoid making noise when most of your neighbours are sleeping. If you have something large to get rid of that won't fit down the chute, take it to the main garbage room or bin, or talk to your Resident Manager if you need help. Together, these steps make a pretty simple and neighbour-friendly path for your waste disposal.

We Speak Your Language

MetCap can help residents in about 30 different languages. (Go to http://metcap.com/why_choose_metcapliving/languages/ to see a list of those languages.) If you have questions and don't know English well enough to understand the answers we'll give, contact wespeakyourlanguage@metcap.com. In your message, provide your phone number and tell us what language you speak; we'll respond in that language. If you want to communicate in French, staff on the Resident Helpline, at 1-877-METCAP-1 (1-877-638-2271), can do so.

Choose Your Neighbour and Benefit in More Ways Than One

Do you know that, if you've been a MetCap resident for a year or more and you recommend MetCap to a friend who decides to move in to one of our properties, we will thank you with \$200 upon approving the new resident's application?

This program gives existing residents a nice little perk – benefit #1 – and helps all residents by increasing the presence of “friends” in our buildings – benefit #2. We figure that friends of yours will make good friends of ours.

Be sure to sign a referral form when your friend completes a rental application form. Speak to your Resident Manager if you want to learn more.

Corporate Office Closures

MetCap's head office will be closed on:

✳️ **March 29 – Good Friday**

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.



Entry Form

Name	<input type="text"/>		
Building	<input type="text"/>	Suite #	<input type="text"/>
Email Address	<input type="text"/>	Phone #	<input type="text"/>