

Neighbours

SPRING 2019

ENTER CONTEST TO WIN! see below for details

A Time For New Beginnings

Spring means rejuvenation, growth and new beginnings. The skies are brighter, the landscape lush with a kaleidoscope of colours. What better way to welcome Spring than by honouring the environment or giving back to your community.

This year, many of our buildings will participate in the Spring Hope Annual Food Drive. Residents can contribute in-person at participating buildings or donate online at <http://www.springhopefooddrive.ca/>.

MetCap is also proud to recognize Earth Day 2019, which will take place on April 22, 2019.

In this issue you'll find information on how to keep your balcony in top shape, conserving water and energy, tips for finding community events and what buildings we've added to the MetCap family.

Disability Accommodation & Procedure Policy

MetCap Living is committed to being responsive to the needs our tenants. We strive to provide quality services that are accessible to all.

MetCap Living will make reasonable efforts to ensure policies, practices and procedures and the delivery of services provided to persons with disabilities and all our tenants are in keeping with the principles of dignity, equity/equality of outcome, independence and integration.



Getting Out in the Community

Community events are a great way to make the most of Spring. Some family-friendly and accessible activities include drop-in programs, picnics, pickup games in the park and community meet ups. If you prefer to stay indoors, book clubs, playdates and movie nights are great options.

You can find community events by:

- Keeping an eye on social media. Facebook groups will often post upcoming events.
- Checking the notice boards of your building.
- Visiting your local library, community centre or place of worship

Rising MetCap Stars

We are proud to recognize Saffia Hassin Dewan who has been named the Federation of Rental Housing Providers of Ontario's Best Resident Manager of the Year.

Saffia has been the Resident Manager at 45 Greencrest Circuit for over 20 years. She continuously does whatever it takes to meet tenants' needs. She ensures all work orders are responded to within 24 hours and completed within one week. During recent power outages caused by bad weather, Saffia and fellow resident manager Arif personally knocked on every door to check up on residents.

Congratulations Saffia!



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 Dellah Neequaye at MetCap Living Management Inc., 260 Richmond Street East, Suite 300, Toronto, ON M5A 1P4.



Balcony Etiquette

Your balcony is an extension of your home. We want to share some friendly reminders to help you make the most of your outdoor space while being considerate of others.

- Residents may want to do outdoor grilling now that the weather is better. Coal barbecues are strictly prohibited because they are a major fire hazard. Small outdoor gas barbecues may be used.
- Be mindful of the amount of noise you're making. Noise can disrupt your neighbours even though you're outside.
- Keep your balcony neat and tidy. Never throw things from your balcony and secure anything that can fly away or fall off the edges.
- Small animals and pests are often attracted to cluttered spaces where they can hide. Stay on top of cleaning your balcony to discourage unwanted critters.
- Make your balcony a safe space by removing anything small children can climb on. Always keep an eye on kids playing in the balcony.

Small Steps, Big Impact

Small actions have big results. There are a few steps you can take to help reduce your impact on the environment every day of the year:

- Maintenance is key. Let your Resident Manager know right away about any leaks, tears in screen doors, broken latches or anything else that needs attention. They can't help if they don't know.
- Try and limit the use of AC units on unseasonably warm days. You can opt for a fan.
- Keeping the curtains closed during the day can help regulate temperatures.
- Take shorter showers to help save water.
- Unplug appliances when you aren't using them.
- Make sure your fridge and freezer are sealed properly when the door is shut. Report any issues to your Resident Manager.

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)

Choose Your Neighbour

What's better than having your friend as your neighbour? Tenants who refer potential residents may be eligible for an incentive. See your Resident Manager for more information.

Office Closures

Our offices will be closed on:
Good Friday - April 19, 2019 (ON, NS, NB and BC).
Easter Monday - April 22, 2019 (QC)
Victoria Day - May 20, 2019 (ON, QC, BC)
Canada Day - July 1, 2019



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

Here We Grow Again

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

- ONTARIO
- 440 Rathburn Road, Toronto
 - 40 Stevenson Road, Toronto
 - 3895 Lawrence Avenue, Toronto
 - 24 Ida Street, St. Catharines
 - 33 Berkley Drive, St. Catharines
 - 44 Berkley Drive, St. Catharines
 - 250 Lake Street, St. Catharines
 - 311 Bunting Road, St. Catharines
 - 1249 North Shore Boulevard East, Burlington
- BRITISH COLUMBIA
- 1340 Danforth Road, Toronto
 - 1350 Danforth Road, Toronto
 - 1360 Danforth Road, Toronto
 - 25 Cougar Court, Toronto
 - 2737 & 2757 Kipling Avenue, Toronto
 - 3, 11, & 19 Iroquois Street, Brantford
 - 5600 Dalhousie Road, Vancouver
 - 5450 University Boulevard, Vancouver

NEIGHBOURS CONTEST

Tell us what your favourite Spring memory is for a chance to win \$250 VISA gift card. Send us your entries along with your name, address and phone number via email to contest@metcap.com or via mail to Dellah Neequaye at 260 Richmond St. East, Suite 300, Toronto, Ontario M5A 1P4.

CONTEST ENTRY FORM

Name

Building

Suite #

Phone Number

Please provide your responses, in one of two ways: Either complete the form above and fax it to 416-340-1593, or send an email to contest@metcap.com, making sure that your answers are numbered to correspond with the questions.