

Neighbours

WINTER 2021

ENTER CONTEST TO WIN!

see below for details

Happy 2021!

MetCap Living would like to wish all of our residents and staff a very happy new year. We hope everyone had a safe holiday season. Let's make 2021 truly amazing through understanding, togetherness and support. We're looking forward to all the possibilities this year will hold.



We've included a lot of helpful information in this issue, including how to get help with maintenance requests and our Rent Repayment program.

We're Here for You

We are all in this together. MetCap Living offers a Rent Repayment program for residents who have been affected by COVID-19 and may require some assistance. Please email paymentplans@metcap.com if you have any concerns we can address during these challenging times.

Supporting Our Communities

We're encouraging our residents to support their communities by donating to either their local food bank or national organizations such as Food Banks Canada (<https://www.foodbankscanada.ca/>).



MetCap's Rising Stars

MetCap staff strive to go above and beyond for residents. Resident Managers Jamile Daley and Nickesha William are no exception. They made sure resident K.D. got the medical attention they needed and made sure the resident got home safely after.

"...Nickesha and Jamile came to my rescue and brought me safely, warmly and comfortably home later that day. I keep Nickesha's business card in my purse! I'm so very grateful. They are a wonderful, special and heroic couple."

Thank you Jamile and Nickesha for your dedication to the residents at 15 Eva Road!



Here We Grow Again

We're excited to welcome over 3,600 new units to the MetCap Living family! We've expanded to include properties from Nova Scotia, British Columbia and Ontario.

Help us grow our family! You may be eligible for incentives if you refer a potential MetCap resident. Learn more at your Management Office.

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



Paperless Payment Options

Did you know MetCap Living offers paperless payment options, including pre-authorized payments, electronic cheques, credit card payments and debit card payments? Your Resident Manager can help you determine which option is best for you.

Maintenance Requests

At this time our staff is focused on completing essential in-suite work. This is anything that could impact the health and safety of our residents and staff, including:

- Heating, plumbing and electrical issues, which should be reported as soon as possible during the winter months.
- Broken windows, entrance doors or locks.
- Fire and safety items.
- Malfunctioning appliances.

Elective, cosmetic or any other non-essential maintenance requests will be completed at a later date.

Maintenance requests can be submitted online. Please contact your Resident Manager if you have any questions.

Extended Laundry Room Hours

All laundry rooms will continue to be open 24 hours per day, seven days a week to help residents maintain social distancing.

Be a Good Neighbour

From home offices to virtual classrooms, a lot of residents are spending more time than ever in their units. We kindly ask everyone to be extra mindful of noise and disruption caused by televisions, music, chores, exercising and children playing.

Do Your Part—Wear a Mask

Many municipalities have made it mandatory to wear a mask indoors. We ask all residents to wear a face covering when in common areas such as Management Offices, lobbies, elevators, laundry rooms and parking garages.



Office Closures

Please note that MetCap offices will be closed on:

- Family Day | February 15 (British Columbia, Ontario and New Brunswick)
- Heritage Day | February 15 (Nova Scotia)
- Good Friday | April 2 (Except for Quebec)

Office numbers

These are building specific. Please check with your management office for more information

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



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Contest Alert

We want to know how you've been making the most of your time indoors. Tell us your most creative ideas for staying busy at home. We have a special prize for the most creative submission!

Send us your entries along with your name, address and phone number via email to contest@metcap.com or via mail to

Attention: Contest, 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.