

## A MetCaptivating Event

We've known, for a long time, that our MetCap Living family includes many talented and dedicated people. Over the past few years Operations has recognized the team behind the portfolio's Building of the Year. Now, our efforts to recognize excellence have been significantly expanded and the details were formally kicked off with a *MetCaptivating Evening* held at Toronto's picturesque Ontario Place on May 15th.

The event paid tribute to a host of special MetCap folks including a pair of exceptional ladies who tied for the Michael O'Gallagher Employee of the Year award for 2002 (see page 3).

Six properties were nominated for Building of the Year which went to 15 Tangreen in Toronto's Yonge Village Apartments (all details on page 2).

An entirely new category of recognition – Downright Neighbourly Awards (DNA) that recognize exceptional customer service – involved 46 nominations from across the organization. Each nomination was supported by outstanding examples of customer service excellence which made the ultimate selection, five winners, a challenging task.

On the topic of Downright Neighbourly recognition, special kudos were heaped upon Dorothy Parsons who, almost single-handedly, launched and captained the organization's highly successful 2002



roll-out of its toll-free Resident Service Helpline. The program, which has helped resolve a number of resident issues, was piloted at Parkway Forest Community for several months before expanding to Maple Grove Community and will continue to be introduced across the portfolio throughout 2003.

Long-term service awards were presented to 23 people who have been with the organization for five years. President and Chief Operating Officer, Brent Merrill, was honoured for his ten years of service and Guy Alberga, Senior V.P. was recognized for 15 years with MetCap Living.

The event, which featured a distinct 'Tonight Show' flavour (including a top notch band) also officially unveiled strategies for MetCap Living's branding and customer service initiatives – all of which is driven by the organization's newly minted vision, mission and value statements (see page 7).

For an organization that expends all its energy helping to deliver great living experiences for thousands of individuals and families, this event proved to be a truly great experience for one family in particular – MetCap Living.

*MetCap Living's newly commissioned, one-of-a-kind recognition award.*

# Building of the Year

Six buildings were nominated for 2002 Building of the Year. The Selection Committee, made up of people across all departments, spent the better part of an afternoon listening to comprehensive presentations from the organization's Property Managers.

Judging criteria covered a wide range of important details including budget performance, property presentation, customer service response and work order turn-around. Members of the Selection Committee graded each property presentation on a ten-point scale in a number of categories and total individual judging scores were added together. Voting was very close – a reflection of the thoughtfully prepared presentations.

Toronto's 15 Tangreen – part of the Yonge Village Apartments – was selected MetCap Living's 2002 Building of the Year. Building Managers, Linda and Thomas Avery along with Superintendents, Cathy Scott and Douglas Radley, accepted both the permanent award, that will be displayed at Head Office, as well as individual replicas.

Other worthy considerations included: The Willow Grove at 100 Parkway Forest Drive, Toronto; The Carlton at 470 Sentinel Drive, Toronto; Garden View Apartments at 321 Sherbourne Street, Toronto; Olympic Village, Montreal; and West Shore Village, Port Perry.



15 Tangreen, Toronto



Building Managers,  
Thomas and Linda Avery



Willow Grove



The Carlton



Garden View Apartments



Olympic Village



West Shore Village

# Employee of the Year



Eva Pardalis



Inga Pienkowska

Wow! Who'd have thunk it?!

MetCap Living's 2002 Employee of the Year involved 30 outstanding nominations!

The Selection Committee members, made up of Department Heads and Senior Management, reviewed the nominations and submitted their First (worth three points), Second (two points) and Third (one point) choices.

Unbelievably, after all points were totaled, the top two choices received identical scores – not something that was anticipated in the award planning stages which prompted a last minute rush to secure a second award!

Congratulations to Eva Paradalis, Senior Corporate Accountant and Inga Pienkowska, Property Manager at 100 Parkway Forest!

The selection criteria was based on most closely reflecting the organization's values: consistently exceeding customer expectations; helping to establish standards of excellence; contributing to employee integrity and sharing; and helping to build a lasting foundation.

Descriptions from nominators for both Eva and Inga ranged from *energetic* and *fantastically positive* to *helpful*, *friendly*, *exceptional* and *devoted*. Both deserving recipients will be featured in a future edition of *MetCaptions*. Stay tuned...

## And the nominees are...

Shah Alam Linda & Thomas Avery	Maintenance Technician Building Managers	Parkway Forest Mgt. 15 Tangreen	Carmen Oltean Lise Ouimet & Brad Hale	Property Administrator Building Managers	Maple Grove Mgt. 1 Fountainhead
Tamara Blechinko	Building Manager	6030 Bathurst	Eva Pardalis	Senior Corporate Acct.	HO
Sandy Brooks	Leasing Agent	Parkway Forest	Linda Perreault	Controller	OV
Michael Capone	Property Manager	Toronto Central	Inga Pienkowska	Building Manager	100 Parkway Forest
Krisijan Dimov	Building Manager	321 Sherbourne	Yvette Robertson	Accounts Payable	HO
Randa Khbeis	Leasing Consultant	470 Sentinel	Bill Rodgers	Building Mgt. & Maint.	Parkway Forest
Sabrina Khbeis	Assistant to the VP, Ops.	Parkway Forest Mgt.	Roxane Swain	Leasing Manager	Maple Grove Leasing
Julia Lam	Junior Corporate Acct.	HO	Lucy Tao	V.P., Finance	HO
Ray Mark	Property Manager	Maple Grove Mgt.	Majlinda & Hector Topulli	Building Managers	470 Sentinel
Bonnie McIntosh	Registered Nurse	Picton Manor	Danielle Tremblay	Leasing Agent	OV
Sandra Melo	Property Administrator	Maple Grove Mgt.	John Tsangaris	Director, Physical Plant	Parkway Forest Mgt.
Kevork Meterissian	Administrative Director	OV	Raymond Vallee	Registered Nurse	Rideau Place-on-the-River
Amy Miller	Dietary Aid	West Shore Village	Angela Vani	Residential Property Mgr.	OV
Anda Negulescu	Accounts Payable	Parkway Forest Mgt.			
Nadia Nincevic	Administrative Assistant	Parkway Forest Mgt.			

# Downright Neighbourly Awards



Bob Brady  
Rideau Place On-the-River  
Ottawa



Mejlinda and Hector Topulli  
Maple Grove Community, Toronto



Shah Alam  
Parkway Forest  
Community  
Toronto



Angela Vani  
Olympic Village, Montreal



Sabrina Khbeis  
Parkway Forest Community  
Toronto

The Downright Neighbourly Award – with the fitting acronym of DNA – gets to the very heart of MetCap Living's pursuit of excellence. Established to recognize extraordinary customer service support, the voting criteria defined 'customer' as a 'resident, prospect, colleague or supplier'.

Nomination forms were distributed throughout the organization and any employee was eligible to forward recommendations.

Members of the Customer Service Committee, made up of department heads across the organization, received 46 nominations – a tribute to the tremendous talent contributing to MetCap Living's unique personality!

In order to underscore the importance and prestige of the DNA, only five awards were available which made the final selection

process a very difficult task. In the end, however, the recipients proved to be exceptional inspirations in the all-important category of customer service. Their individual stories will be profiled in future editions of *MetCaptions*.

A tip of the ol' MetCap to all nominees. In particular, congratulations to Hector and Mejlinda Topulli, Building Managers, 470 Sentinel, Maple Grove Community in Toronto; Angela Vani, Residential Property Manager, Olympic Village, Montreal; Shah Alam, Maintenance Technician, Parkway Forest Community, Toronto; Bob Brady, Maintenance Manager, Rideau Place On-the-River, Ottawa; and Sabrina Khbeis, Assistant to the V.P. of Operations.

*See back page for complete list of nominees.*

# Five Year Service Awards

Bradley Hale	Building Manager	1 Fountainhead	Inga Pienkowska	Building Manager	100 Parkway Forest
Ahmed Hossain	Building Manager	125 Parkway Forest	Yvette Robertson	Accounts Payable	HO
Joanna Hossain	Building Manager	125 Parkway Forest	Ioan Sandor	Building Manager	32 Forest Manor
Edward Keats	Building Manager	120 George Henry	Maria Sandor	Building Manager	32 Forest Manor
Sabrina Khbeis	Asst. to VP., Ops.	Parkway Forest Mgt.	Millicent Snaith	Cleaner	40 Fountainhead
Jennifer Ku	Manager, Payroll	HO	Bruce Stewart	Director, IT	HO
Cosimo Marini	VP., Ops.	Parkway Forest Mgt.	Lucy Tao	VP, Finance	HO
James O'Gallagher	Property Manager	Toronto East	George Zajkowski	Building Manager	65 Forest Manor
Gorget Olteano	Cleaner	120 George Henry	Grace Zajkowski	Building Manager	65 Forest Manor
Lise Ouimet	Building Manager	1 Fountainhead	Brent Merrill	Pres. & COO (10 Yrs)	HO
Eva Pardalis	Sr. Corporate Acct.	HO	Guy Alberga	Sr. VP. (15 Yrs)	HO

## More than an Trophy, a Unique Piece of Art

The lasting tributes handed out to a select group of MetCap Living employees on May 15th are more than trophies – they are pieces of art commissioned to capture the unique MetCap Living personality in search of excellence. And why not? The Motion Picture Academy has its Oscar. There are Emmys and Junos. At MetCap Living we have a beautiful, one-of-a-kind, bronze figurine that took several months to evolve – from design, through to a wood pattern, followed by mould production and a wax prototype and, finally, casting and finishing. The figurine is reaching for excellence and, engraved at the top of the artwork, is MetCap Living's logo.

Wax Mould



Polishing



Wax Model



Casting

# MetCapsules...

Welcome back to **Kim Reid** who returned to Head Office after a year's leave in Australia. According to Kim, who joined her husband for a teaching placement in Sydney, the experience was 'tremendous' and she



*Grace and George Zajkowski, Building Managers at 65 Forest Manor, proudly display all the foodbank goodies donated by residents across the Toronto properties.*

recommends visiting 'Down Under' for anyone with an itch for kangaroos, koalas or kindly folks. An important new position as *Manager of Customer Service & Training* has been carved out for Kim which means you'll be seeing and hearing a lot more from her in the future...MetCap Living has been in the news lately. A couple of times in the last several months the cover of *Renters News* has featured MetCappers welcoming the new subway stop at **Parkway Forest Community** and our ability to service prospects in 15 languages. Meanwhile the *Globe & Mail's Report on Business* highlighted appointments of **Brent Merrill** and **Guy Alberga** as the organization's new President and Senior Vice President respectively. The *Globe* also featured MetCap Living's 2002 acquisition performance (903 new units) thanks, in large part, to the diligent work of **Evan Kirsh**, our V.P. of Acquisitions...Up in the nation's capital, renovations are finally completed at **Rideau Place On-the-River**. This premiere retirement residence, which features extraordinary riverfront views, is home to a variety of celebrity residents including a retired Canadian Supreme

Court Justice, the first female appointed to the Canadian Parole Board and a former head of the RCMP. If you haven't visited this amazing MetCap Living property stop by [www.rideauplace.com](http://www.rideauplace.com) where you'll be treated to a spectacular tour in either official language...So, what's happening in Montreal? You've heard, for some time, that there is an **Olympic Village** Master Plan for developing the property behind the pyramids. Fact is, gaining City rezoning approval has been a cumbersome and long-winding challenge. It does appear we're inching nearer to our goal with a final report being sent to the City

officials in April. If everything goes according to expectations, we should be presenting our revised proposition at a public hearing sometime in the late summer or early fall... Meanwhile, on the subject of O.V., our Concierge Service, **Assistance Plus**, continues to respond to resident interests with a growing list of services including spring suite cleaning and an on-site car wash and detailing service.

Much of the credit for the service's value to the Village goes to our new co-ordinator **Rejeanne Roy**... Proof of a successful media relations strategy is often based more on what *doesn't* appear in the news.

Hats off to MetCap's Seniors' Division and the staff at **Labdara Lithuanian Nursing**

**Home** in Etobicoke who quietly stickhandled their way through a flood that left the facility evacuated for 2 months. Residents, who were billeted at nearby facilities, were very happy to finally return home...Over in Port Perry, the **Community Advisory Board** and staff at **West Shore Village** hosted a War of 1812 re-enactment that attracted an impressive local crowd and raised money for the **Lakeridge Health Centre**.



*Westshore Village 1812 war re-enactment*



*MetCap Living staff and resident family members shared pizza, pop and paintbrushes at Parkview Nursing Home in Hamilton during a recent painting party.*



Brian Ilyas, Marchel Olean, Bruce Stewart, Alex Kuzmanovic

## Connecting all the Dots

There are plenty of good reasons behind the droopy eyelids in our I.T. Department lately. Make that 34 good reasons. Beyond their normally intensive routine, Bruce Stewart and his capable team have been busily installing computers across our Toronto multi-family apartment complexes and their efforts are already accruing significant benefits.

“Building Managers now have instant access to information involving their tenants,” explains Bruce. “They have the ability to e-mail throughout the organization to quickly respond to any issues and they can access consistent, up-to-date forms and shared information to help them perform their jobs more efficiently and professionally.”

To assist Building Managers in their new plugged-in world, the I.T. team is also hosting an ongoing series of ‘Lunch and Learn’ programs for answering questions and offering computer support.

“In the near future,” explains Bruce, “Building Managers will be able to computerize their rental applications and leases on site and, later this year, we expect Purchase Orders and Maintenance Requests will be a routine part of their new, connected set-up.”

Connecting all the buildings is an expensive undertaking. The initial Phase One investment exceeds \$150,000.

Meanwhile, back at their daily routine, the I.T. cast of Bruce, Brian Ilyas, Marchel Olean and Alex Kuzmanovic work together to quarterback the organization’s Computer Helpline which has been operating from Monday to Friday – 8:30 a.m. to 6:00 p.m. – for the past 18 months responding to all kinds of computer related issues and questions.

“By and large, depending on the size of the challenge, we’ve been quite responsive,” says Bruce.

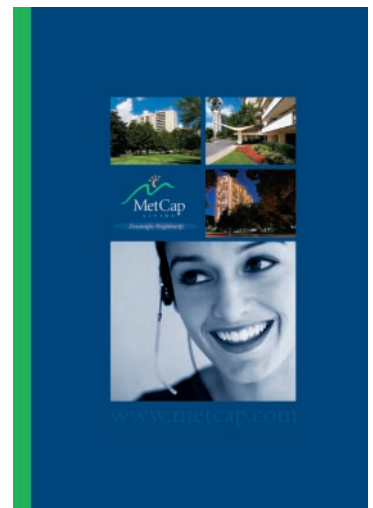
Responsive...and very much appreciated!

## The ‘Downright Neighbourly’ Solution

Several years ago, MetCap Living founder, Michael O’Gallagher spoke passionately of an organization with a strong brand identity recognized for its commitment to customer service. Bringing this vision to life has taken some time – beginning with a re-christening from Metro Capital Group to MetCap Living. Michael oversaw the renaming of his organization, the development of a new logo and, ultimately, the approval of a vision, mission, values as well as a slogan to sum it all up – *Downright Neighbourly*. Like the new company name, the slogan took a long time to evolve in search for something that best personifies the direction and efforts of an organization committed to setting new industry standards.

The organization’s branding strategy is well off the starting line and into a full gallop. A new corporate brochure, website and video were unveiled during the May 15th special event. Advertising and promotional initiatives now feature a distinct MetCap Living look and *Downright Neighbourly* feel. The corporate identity program, which began a couple of years ago, is firmly in place. And new initiatives, that will help to further differentiate MetCap Living from its competitors, are on the immediate horizon.

Meanwhile, as Michael O’Gallagher astutely recognized, no branding efforts could be complete without a company-wide commitment to customer service. Michael was very much a part of the 2002 Resident Helpline launch. And, he played a key role in crafting the MetCap Living vision and mission statements:



New corporate brochure cover

**Vision:** ‘Make no small plans’

**Mission:** ‘Providing great living experiences in friendly neighbourhoods!’

**Our mission comes to life by:**

- exceeding our residents’ expectations;
- establishing standards that are the envy of our peers;
- promoting employee integrity, sharing and reward;
- building a lasting foundation for those who follow.

## Special Time, Special Neighbourhoods

Now that Spring has finally arrived, Christmas may be a distant memory but we can't forget about some extraordinary Building Management efforts across our Toronto multi-family properties during the Holiday season. We're pleased to announce the following winners and honourable mentions involving our contests for *Best Attended Holiday Event* and *Best Decorated Lobby*. Everyone's thought and creativity were much appreciated and helped make each MetCap Living neighbourhoods a special place.

### Best Attended Event - 100 Parkway Forest

More than 75 residents joined the fun which included food and refreshments. There were balloons and activities for the kids including a colouring table, a Christmas tree drawing contest, musical chairs and even spooned egg balancing! There were also prizes for other resident games and, in keeping with the holiday spirit, the entire affair resulted in plenty of laughter and smiles. Congratulations to Inga Pienkowska and Pawel Chrzanowski and their staff for their thoughtful planning and hard work.

### Best Decorated Lobby - 15 Tangreen Court

The festive tree, decorated from tip to trunk, looked as good (or better) than any professional job! A smartly decorated food bank box, poinsettias, holiday candy canes and plenty of lights complimented the tree throughout the main floor. Banners, on each floor landing greeted residents throughout the season. Congratulations to Linda and Thomas Avery and their staff for their outstanding ho-ho-holiday efforts!

### Honourable Mentions

**Fabulous Food – 4190 Bathurst.** Nellie Morning put on a great spread of treats!

**Super Spirit – 270 Sheldon.** Penny Bartlett organized a fun event with young and old residents joining the carol singing.

**Fantastic Food Drive – 15 Dundonald.** Grant McAughtrie and Sean Cassidy managed to get some T.V. coverage for their strong support of the CHUM City Wish Fund.

**Wonderful Wreath – 5 Tangreen Court.** Natalia Bordokina and Stanislav Borolokine got lots of giggles from their wreath creation.

**Terrific Tree – 392 Shrbourne.** Simply dazzling! Way to go Kristijan Dimov!

**Glaring Graphics – 3480 Havenwood Drive.** Ann and Pat Pipher masterfully created fun and festive window graphics for everyone in the MetCap Living neighbourhood to enjoy!

### And Another Thing...

Before our phone lines get tied up and our mailbag overflows with complaints, the above winners were part of a Toronto-based multi-family contest. We know the gang at Olympic Village performed an outstanding job hosting a holiday dinner for 500 residents and

raising money for a worthy cause. We also know that our friends at Rideau Place on-the-River and West Shore Village hosted a variety of terrific holiday events. Ditto for the management and staff at Picton Manor, Parkview Nursing Centre, Labdara Lithuanian and Villa Marconi. A tip of the ol' MetCap to everyone!

### Downright Neighbourly nominees from page 4

Shah Alam	Maintenance Tech.	Parkway Forest Mgt.
Claire Annis	Director, Res. Services	HO
Effie Apokatanidis	Revenue Accountant	HO
Linda & Thomas Avery	Building Managers	15 Tangreen
Jean-Pierre Belanger	Handyman	OV
Llesh & Tamara Bilchenko	Building Managers	6030 Bathurst
Barbara & Larry Bowers	Building Managers	6020 Bathurst
Bob Brady	Maintenance Manager	Rideau Place On-the-River
Michael Capone	Property Manager	Parkway Forest Mgt.
Carla Cendron	Security Guard	OV
Rita Cheung	Revenue Accountant	HO
M. Chirculescu	Building Manager	110 Parkway
Jeannette de Grave	Secretary	OV
Kristijan Dimov	Building Manager	392 & 321 Sherbourne
Chrisitan Fisker	Director, Marketing	HO
Jeanne Gibson	V.P. Resident Services	HO
Joanna Hossein	Building Manager	125 Parkway
Nellie Johnston	Guest Attendant	West Shore Village
Irene Joyce	Building Manager	120 Raglan
Randa Khbeis	Leasing Consultant	Maple Grove Leasing
Sabrina Khbeis	Assistant to the VP, Ops.	Parkway Forest Mgt.
Agnes King	Building Manager	1750 Bloor St. E.
Guy Lauzon	Mechanical Technician	OV
Jack Libarian	Handyman	OV
Amy Miller	Dietary Aid	West Shore Village
Nadia Nincevic	Administrative Assistant	Parkway Forest Mgt.
Lise Ouimet & Brad Hale	Building Managers	1 Fountainhead
Eva Pardalis	Senior Corporate Acct.	HO
Dorothy Parsons	Administrator	HO
Linda Perrault	Property Accountant	OV
Inga Pienkowska	Building Manager	100 Parkway Forest
Daniel Prud'Home	Security Supervisor	OV
Francine Rivest	Accounting Clerk	OV
Yvette Robertson	Accounts Payable	HO
Fitim & Edlira Seferi	Building Managers	35 Fountainhead
Elizabeth Selwah	Healthcare Aid	Picton Manor
Millicent Snaith	Cleaner	40 Fountainhead
Bruce Stewart	Director, IT	HO
Eric Su	Accounts Payable	HO
Roxane Swain	Leasing Manager	Maple Grove Leasing
Eric Theriault	Handyman	OV
Majlinda & Hector Topulli	Building Managers	470 Sentinel
Danielle Tremblay	Leasing Agent	OV
Marc-Andre Trudeau	Security Captain	OV
Angela Vani	Residential Property Mgr.	OV
Grace Zajkowski	Building Manager	65 Forest Manor



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