

# neighbour<sup>s</sup>

METCAP LIVING RESIDENTS NEWSLETTER

## Fall-ing into Fall!



It's that time of year again—the leaves are changing, the air is crisp and students are heading back to school. There's so much to do in Fall, from going for walks to enjoy the changing colours to visiting a pumpkin patch.

In this issue we're going to share information on fire safety and preparing for the seasons ahead.

## Keeping Fire Safety Top of Mind



Fire safety is something that needs to be part of our every day lives. Small maintenance tasks and daily habits go a long way in ensuring everyone in your home stays safe.

Here are the small things you can do regularly to prevent fires:

- 1 Report any issues with your smoke detector to your Resident Manager right away. Do not disconnect fire alarm speaker boxes.
- 2 Never leave stoves and ovens unattended when in use, and turn them off as soon as you are done using them.
- 3 Ensure all appliances are turned off after use and before leaving home.
- 4 Always check labels to see how flammable products should be stored and keep them away from all heat sources.
- 5 Unplug heat-producing appliances such as irons and hair tools as soon as you are done using them.
- 6 Have a professional repair broken electronics or discard any electronic items that have frayed cords.
- 7 Never throw cigarettes off your balcony. Dispose of them in the appropriate manner.



## FALL CONTEST

We want to know what you do to prepare for new seasons. Let us know for your chance to win a prize worth \$250!

Send us your entries along with your name, address and phone number via email to [contest@metcap.com](mailto:contest@metcap.com).



### SUMMER CONTEST WINNERS

Congratulations to our contest winners who shared their favourite summer memories from childhood!

**Brandon** Vancouver, B.C.

*Long days in the sun at Third Beach, Stanley Park and a dip in the cold water then dry again under the rays.*

**Julie** St. Catharines, ON

*My favorite summertime childhood memory is going to visit my extended family in Nova Scotia. We would try to go every year by car and camp along the way or stay in motels. It was so much fun to have get togethers and just enjoy not only our closeness but being a kid growing up.*

**Karen** Welland, ON

*My favourite childhood memory is when my dad and uncle took us kids to these big sand hills at Port Weller in St Catharines which were about fifty feet high or so at the time. It was the best time ever and I still remember it over 45 years later!*

### 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 CLOSURES

Please be advised that MetCap offices will be closed on the following days:

Thanksgiving (Mon, Oct 14)      Boxing Day (Thu, Dec 26)  
Remembrance Day (Mon, Nov 11)      New Year's Day (Wed, Jan 1)  
Christmas Day (Wed, Dec 25)

## PLUMBING SYSTEM REMINDERS



Plumbing systems in MetCap buildings aren't equipped to handle additional fixtures. This is why residents are not permitted to install fixtures such as bidets in their unit's washroom. Residents will be responsible for any damages caused by additional fixtures they have installed in their washrooms.

## Winter Preparations

Fall is a great time to prepare ahead for winter. Here's a handy checklist you can use to get ready for the upcoming months

- Report any maintenance issues with windows, balcony doors or screens to your Resident Manager right away.
- Have a certified professional remove window AC units.
- Ensure curtains and furniture are not blocking heaters.
- Turn off outdoor hose taps if you live in a townhouse.
- Clear your balcony of unwanted items such as toys, sports equipment, plants or bikes.

For maintenance inquiries, please contact your management office or submit a maintenance request through the online portal by visiting [www.met-cap.com/portal](http://www.met-cap.com/portal)

## TENANT INSURANCE

Tenant insurance is a very critical component of renting a property. It could help cover your personal property against common risks such as theft, fire, flood and loss. We request that tenants provide a copy of their tenant insurance agreements to their Resident Managers for their records at [resident.insurance@metcap.com](mailto:resident.insurance@metcap.com).

