

READY FOR WINTER?

With the cold weather arriving soon, do you know what to do in the event of a power outage due to a winter storm? Here are a few tips for staying safe and warm in your home.

Avoid opening and closing balcony doors

We don't think about it much when heating is working, but a blast of cold can easily drop the temp 5 to 10 degrees with no easy way to get that heat back.

Insulate windows

Close your blinds/curtains to insulate the windows and help reduce heat loss.

Layer your clothes

Include wool and/or Thinsulate if you have it. Loose layers will keep you warmer than tight layers. Wear gloves under mittens to trap more heat around your fingers. Remember, extremities are in the most danger from intense cold. If you have no gloves or they aren't warm enough, wear socks over gloves.

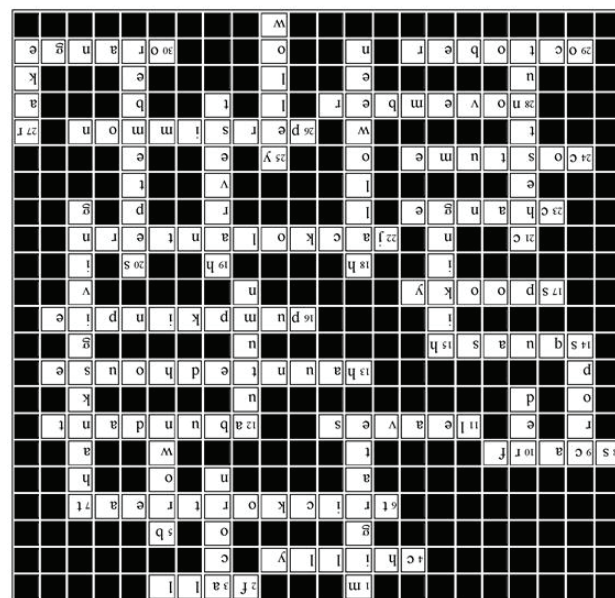
Your body will need more calories to stay warm

If you are active (which will also help you stay warm), your calorie needs will increase even more. Eating raises your metabolism, which generates some additional internal heat. Consider a calorie dense bedtime snack to help get you through the night.

Make sure to keep hydrated

Drink plenty of liquid. Hot beverages such as tea or hot chocolate can act as hand warmers while you drink and warm you from the inside out. They also add variety to emergency meals.

CROSSWORD SOLUTION



CONTACT INFORMATION

745 York Mills Road
755 York Mills Road
55 & 65 Eglerslie Ave
4000 Yonge St
265 Cassandra Blvd
275 Cassandra Blvd

416.444.1852
416.444.8515
416.225.1111
416.481.4000
416.445.7704
416.445.5637

375 Bay Mills Blvd
35 Wynford Hts Cres
45 Wynford Hts Cres
69 Gamble Ave
30 Trudelle St
1275 Danforth Rd

416.298.8922
416.449.2420
416.445.0323
416.429.3178
416.267.7804
416.267.7804

50 Cosburn Ave
240 Cosburn Ave
21 & 25 Gulliver Rd
6061 Yonge St
10 Hogarth Ave
655 Broadview Ave

416.423.6697
416.818.2555
647.291.2515
416.221.0929
416.466.1979
416.465.4140

HOLIDAY HOME SAFETY

With the holiday season upon us, now is the time for decorating our homes to celebrate the season. We wanted to take this opportunity to remind you of some safety tips that will help guide you as you set up your home for the holidays.

BEFORE YOU START DECORATING

1. Consider all possible hazards and eliminate or control as many as possible beforehand.
2. Prepare the space.
3. Inspect all decorations, electrical cords, smoke detectors, and fire safety equipment before decorating. Check lighting for broken or cracked sockets, frayed or bare wires, or loose connections. Replace damaged or broken items.
4. Use decorations that are safe for everyone. Are they child-and-pet-proof? Holiday plants such as mistletoe, holly, poinsettia and ivy are poisonous.
5. Don't block your doors with decorations.

DURING INSTALLATION

1. Eliminate slip and trip hazards by securing electrical cords and cables.
2. Eliminate fall hazards by placing any

ladders or step stools on solid surfaces. Ensure these items are in working order before using them.

3. Avoid electrical hazards by using the right cords for the intended purpose. Don't overburden electrical outlets. Turn off and unplug all electric decorations when you are not at home or when you are asleep.

4. Prevent fires by never leaving decorations unattended, particularly burning candles. Ensure smoke detectors are working.

5. Steer clear of lighting hazards by installing and using lights according to manufacturers' instructions. Never use staples or nails to secure light strands or extension and power cords. If decorating outdoors, use only lights rated for exterior use.



Areas We're Performing Well in

- 93.6% of our Residents are aware that Pre-Authorized Payment exists for them to pay their rent
- A whopping 92.4% of our Residents use the recycling bins provided
- 88.5% of Residents are satisfied or very satisfied with the move-in experience
- 88% of Residents are satisfied or very satisfied with the amount of time it takes to complete maintenance requests
- The favourite features of our buildings are typically lobby cleanliness and corridor lighting
- The staff who received the highest satisfaction scores are Superintendents, Maintenance & Cleaning Staff
- Net Promoter Scores are up 15% over last year's survey and are over 4X's what the average American company scores
- Overall Building Satisfaction Rates are up nearly 10% over last year's survey score and are off the charts when compared with industry averages

We welcome your feedback any time of the year. Please reach out to us with any comments or concerns at residentservices@mandrholdings.com.

Areas Identified as Opportunities for Improvement

CORRIDOR ODOURS

ACTION PLAN:

Tips to avoid odours are published in Summer edition of Resident's Newsletter. HVAC system filters continue to be changed on a scheduled preventative maintenance basis.

SUITE TEMPERATURE

ACTION PLAN:

Many boilers are being replaced with state-of-the-art, energy-efficient boiler systems. Indoor/outdoor controls also continue to be installed and/or upgraded to fine-tune temperature settings and tenant comfort. New windows have also been installed in many buildings.

ELEVATORS

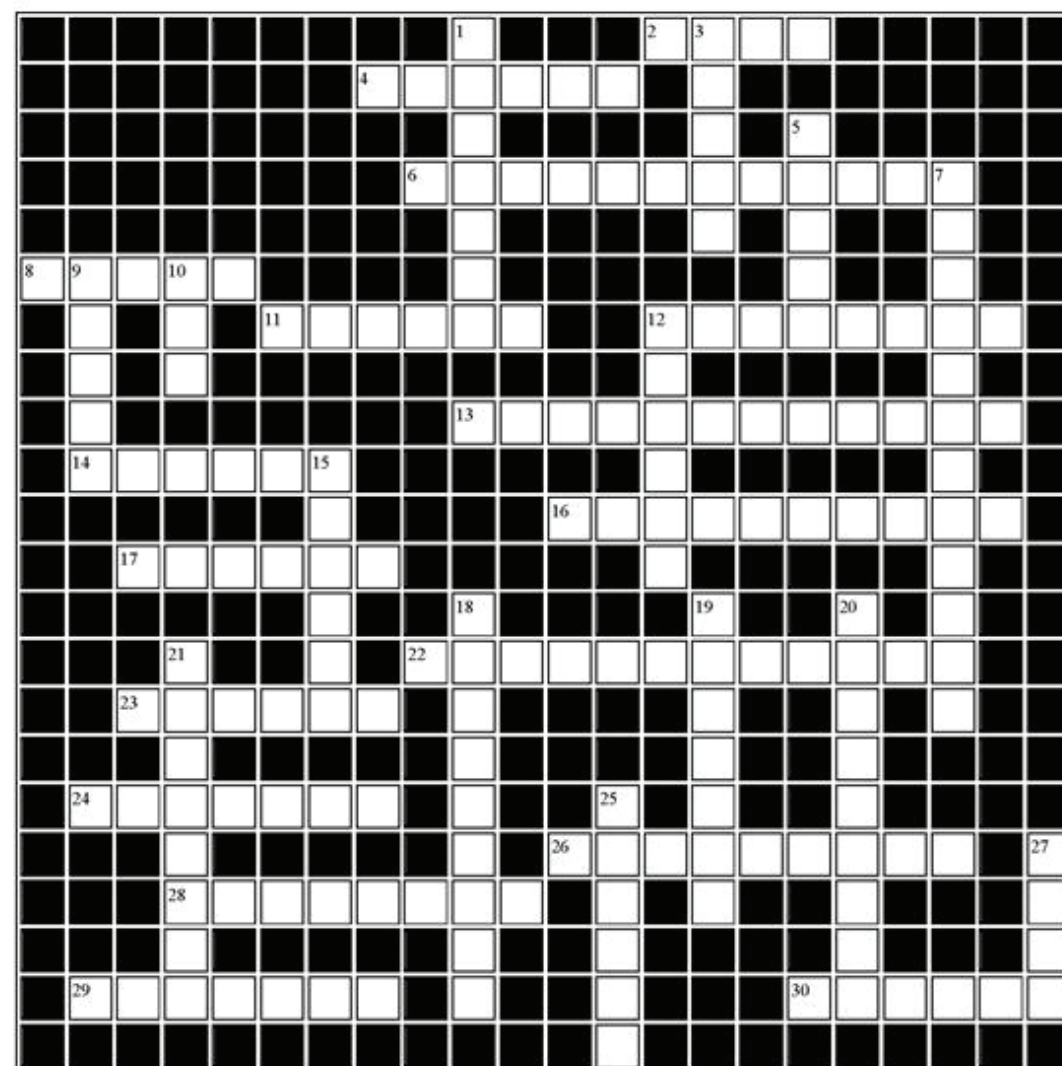
ACTION PLAN:

New elevator modernizations have recently been completed. We have also recently entered into a more comprehensive preventative maintenance contract with our elevator contractors.

TENANT SURVEY SAYS...

Thank you to all of our residents who participated in our Tenant Satisfaction Survey this year. We shared an overview of the results in our previous newsletter, but this time out we wanted to give you a deeper look at what you had to say. Check it out!

CROSSWORD FUN



Across

2. another word for autumn
4. a little cold
6. what you say on Halloween (3 Words)
8. this keeps your neck warm
11. they show the many colors of fall
12. a large amount
13. a house with a ghost (2 Words)
14. example: pumpkin, zucchini
16. a popular American dessert for Thanksgiving (2 Words)
17. another word for scary
22. a carved pumpkin that looks like a face (3 Words)
23. In the fall, the colors of the leaves
24. you wear this for Halloween
26. a popular fruit in Korea during autumn
28. the last month of fall
29. the month of Halloween
30. the color of a pumpkin

Down

1. birds do this when it gets cold
3. the nut from an oak tree
5. the color of bark
7. American holiday in November
9. food that is harvested
10. a color on the Korean flag
12. another word for fall
15. outdoor activity
18. American holiday in October
19. to gather a crop
20. the first month of spring in Australia
21. a popular nut eaten in the fall
25. the color of the leaves of a ginkgo tree in the fall
27. a tool used to gather leaves



CALLING ALL COOKS!

Do you have a talent for whipping up yummy treats? How about a dish for dinner that is simply to die for? We want to feature your best dishes right here in the newsletter! Send us an email at residentservices@mandrholdings.com with the subject line "Tenant Recipes", including the full recipe and a photo of your dish. You might be featured in our next newsletter!

CHANGES TO M&R'S PRIVACY POLICY

Please note that our Privacy Policy has been updated as it pertains to file storage and backup. Please see the updated paragraph below. The full policy can be viewed online at www.mandrholdings.com or in your Superintendent's office. If you have any questions, please contact our Information Officer by telephone at (416) 499-9350 or via e-mail at privacy@mandrholdings.com.

We, or our clients, may transfer your personal information to third parties and servers located within and outside of Canada for the purposes of file storage and backup, for use with respect to their accounting and maintenance systems, and for the processing of payroll and on-line applications. While this information is outside of the country, it is subject to the laws of the country in which it is held. As such, it may be accessible to law enforcement and national security authorities of that jurisdiction.

TORONTO CALENDAR OF EVENTS

Toronto Chocolate Festival
November 1-30
Various locations
around Toronto

Cirque du Soleil - Volta
Until November 26
At the Port Lands

**One of a Kind
Christmas Show**
November 23 -
December 3
At Enercare Centre

**Toronto Christmas
Market**
November 16 -
December 23
Distillery District

ROM for the Holidays
December 26 -
January 6
Royal Ontario
Museum

Check out some
of these events
around the
GTA this fall/win-
ter. All dates are
subject to change
- check local
listings before
heading out!

WHAT DO YOU LOVE ABOUT YOUR BUILDING?

We want to know - what is your favourite thing about where you live? Is it your Superintendent? Is it your neighbours? We want to hear from you! Send us an email at residentservices@mandrholdings.com Alternatively, you can submit it to your Superintendent.

You can have your comment featured right here in the tenant newsletter. We look forward to hearing from you!

About
M&R
HOLDINGS

For over 50 years, M&R Holdings has been an integrated, family-owned building development and property management company. We believe that maintaining high standards is good business for us and for the people and businesses that call our buildings home. We are dedicated and committed to improving the quality of both our new and existing buildings.

Our buildings are not simply properties: they are our reputation and our future.