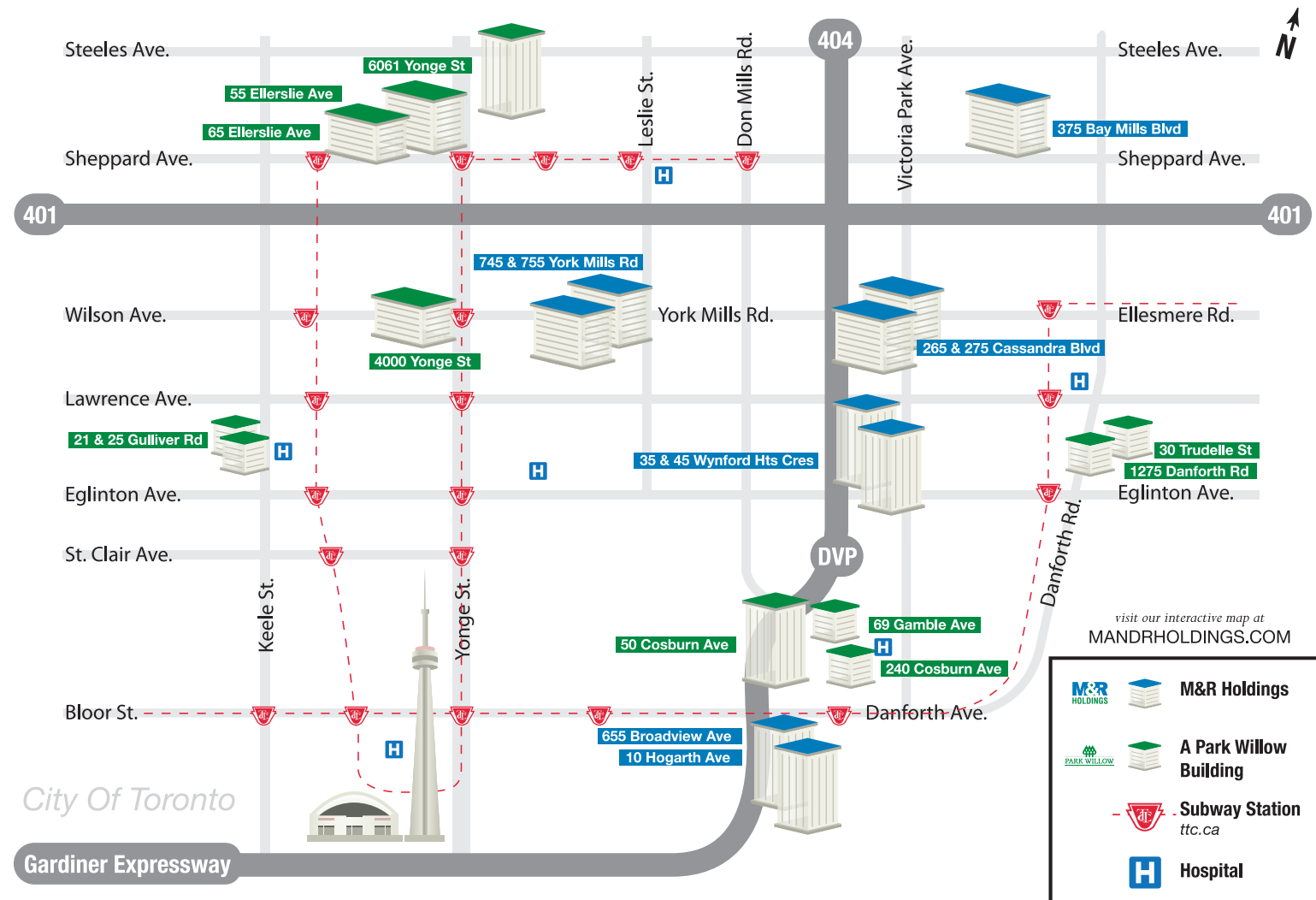


## Residential Properties Managed by M&R Property Management



### CONTACT INFORMATION

745 York Mills Road	<b>416.444.1852</b>	375 Bay Mills Blvd	<b>416.298.8922</b>	50 Cosburn Ave	<b>416.423.6697</b>
755 York Mills Road	<b>416.444.8515</b>	35 Wynford Hts Cres	<b>416.449.2420</b>	240 Cosburn Ave	<b>416.818.2555</b>
55 & 65 Ellerslie Ave	<b>416.225.1111</b>	45 Wynford Hts Cres	<b>416.445.0323</b>	21 & 25 Gulliver Rd	<b>647.291.2515</b>
4000 Yonge St	<b>416.481.4000</b>	69 Gamble Ave	<b>416.429.3178</b>	6061 Yonge St	<b>416.221.0929</b>
265 Cassandra Blvd	<b>416.445.7704</b>	30 Trudelle St	<b>416.267.7804</b>	10 Hogarth Ave	<b>416.466.1979</b>
275 Cassandra Blvd	<b>416.445.5637</b>	1275 Danforth Rd	<b>416.267.7804</b>	655 Broadview Ave	<b>416.465.4140</b>

### HIGHLIGHTS FROM OUR 2017 SURVEY

A big thank you to all of our tenants who took part in our 2017 survey! Following are some of the key results:

- ✓ A whopping 92.4% of tenants use recycling bins.
- ✓ 93.6% of our Residents are aware that Pre-Authorized Payment exists.
- ✓ 88.5% of tenants are satisfied or very satisfied with the move-in experience.
- ✓ 88% of tenants are satisfied or very satisfied with the amount of time it takes to complete maintenance requests.
- ✓ The favourite features of our buildings typically are lobby cleanliness and corridor lighting.
- ✓ The staff which received the highest satisfaction scores are Superintendents, Maintenance and Cleaning staff.
- ✓ Net Promotor Scores are up 15% over last year and are over 4 times what the average American company scores.
- ✓ Overall Building Satisfaction Score is up almost 10% over last year and are off the charts vs. the Industry Average.

*We welcome your feedback any time of the year, not just during survey time! Please reach out to us with any comments or concerns at [residentservices@mandrholdings.com](mailto:residentservices@mandrholdings.com)*

**MORE DETAILS TO FOLLOW...**

### IMPORTANT TENANT REMINDERS

JUST A FEW FRIENDLY REMINDERS FOR OUR TENANTS

- ✓ Comply with the "Stoop and Scoop" city bylaw by cleaning up after your pet and disposing of it appropriately.
- ✓ Pets must be on a leash at all times in common areas.
- ✓ Only seasonal furniture is allowed on balconies; they are not to be used for storage purposes.
- ✓ Barbecues and cooking are not allowed on balconies.
- ✓ Do not affix any items or drill into balcony floors, walls, doors or railings.

## HVAC 101 WORKING TOGETHER TO KEEP OUR AIR COOL

**M&R properties use base building Heating & Ventilation systems. We wanted to give you a brief overview of how they work and what you can do to ensure they are running optimally for the enjoyment of both yourself and your neighbours.**

Base building systems comprise of building's central energy-using components such as the primary mechanical and electrical systems (heating, ventilation, electricity, water supply, domestic hot water, gas), lighting systems, building envelope (roofing and facade) and perpetual-occupancy areas like lobbies, elevators, stairs and stairwells.

As you can see, HVAC systems affect many aspects of our homes without us even realizing it.

So what does this mean for you?

Here are just a few ways that you can ensure your building's HVAC system keeps running happily throughout the year:

- Do not put anything on the bottom of your suite door or tape around your door. The door is designed to have a small space at

the bottom and through the side cracks to allow for air flow.

- Do not block off vents in your kitchen and bathroom. These are designed to exhaust stale air, moisture and odours from your unit.
- Please ensure that vent covers are vacuumed and cleaned regularly so air flow is not blocked. If you require assistance with this, please contact your Superintendent.
- Filters (where appropriate) need to be replaced regularly. If your filters appear to require attention, please contact your Superintendent.

As we head into the hot summer months, remember that an air conditioning or heating system needs good air flow in order to function properly. Sometimes, something as simple as placing boxes or furniture in front of an intake vent or radiators can cause problems.

## TENANT SERVICE

ONLINE MAINTENANCE REQUEST PROMO

### GO PAPERLESS!

*Did you know that our Tenant Services Portal is available to accept requests?*  
Go to [www.mandrholdings.com](http://www.mandrholdings.com) and click on the Tenant Services icon. Once there, fill-out the Request Form online and click "Send". It's that easy!

# APARTMENT FIRE SAFETY

Please go over this home fire safety check list to ensure you know what to do in the event of a fire.

## Prevention:

- Ensure that all matches and lighters are out of the sight and reach of children; teach young children not to touch lighters or matches.
- If parents suspect their child is involved in inappropriate fire use, they can call the Toronto Fire Services for information and assistance.
- Always stay in the kitchen when you're cooking; keep children at least one metre from the stove.
- If you are sleepy or have consumed alcohol, don't use the stove.
- Always blow out candles before leaving the room.
- If anyone in the home smokes, smoke outside.
- Ensure that you have no overloaded electrical outlets or circuits. Extensions cords must be used only as a temporary connection.
- Ensure items that can ignite are at least 1 metre away from space heaters or any ignition source.

## Detection:

- Never remove batteries or disconnect smoke alarms.
- Test your smoke and carbon monoxide alarms at least once a month.
- Never tamper with or remove batteries from your in-suite smoke alarm.
- Building management will maintain smoke alarms and install new batteries annually.

## Escape if your smoke alarm activates:

- Actions to be taken by residents in case of fire are posted on each floor beside the fire alarm pull stations.
- Alert everyone in your unit.
- Stay close to the floor under the smoke.
- Leave your suite, closing the door behind you.
- Activate the building's fire alarm system, using pull station at stairwell door.



## BALCONY FIRES/ DISCARDED CIGARETTES

Did you know that balcony fires are on the rise in Toronto this year - and it's all due to carelessly discarded cigarettes?

There have been 27 balcony fires in the city of Toronto caused by cigarettes so far this year - while there were only 25 in all of 2016.

Management has become aware that some residents and visitors may be smoking on their balconies and then throwing cigarette butts and ashes over the railings. These actions violate your lease, present a potential safety hazard, and may cause a fire or damage for which you will be held responsible. They also present

a nuisance to your neighbours who have to clean the debris off of their balconies. Accordingly, we are reminding anyone who is smoking on their balcony to please ensure that they extinguish and dispose of smoking material in a proper manner.

Help keep yourself and your neighbours safe by following some of these tips from the Toronto Fire Service:

- *Use a sturdy ashtray with a wide, stable base or a can filled with sand to collect ashes.*
- *Soak cigarette butts and ashes in water before throwing them away.*
- *Never toss hot cigarette butts or ashes in the trash.*
- *Chairs and sofas catch on fire fast and burn fast; don't put ashtrays on them.*
- *If people have been smoking in the home, check for cigarettes under cushions.*
- *Never smoke in a home where oxygen is used.*
- *If you are drowsy or falling asleep, put it out.*
- *Never smoke in bed.*

# TORONTO CALENDAR OF EVENTS

Check out some of the upcoming events in the GTA that will be fun for you and the family. All of these events come directly from the event directory at Toronto.com. Remember, dates and times are subject to change, so always confirm the event before heading out!

## Shakespeare in High Park

*Running until September 3*  
Canada's longest-running outdoor theatre event, Shakespeare in High Park, celebrates its 35th year. Canadian Stage presents bold new takes on two Shakespeare classics: Twelfth Night, where guests get transported from the enchanted

musical shores of Illyria, and King Lear, one of the most monumental works of English drama - re-imagined from a female perspective.

## Canadian National Exhibition (CNE)

*August 18 - September 4*  
One of North America's largest annual fairs, the CNE offers up 18 days of amusement park rides,

live entertainment, food, shopping, and more. And, if you're an airplane enthusiast, the Canadian International Air Show drops jaws every summer when their pilots perform dare-devil loop-de-loops and synchronized manoeuvres on the last weekend of the summer. Alongside the rides, games and food,

the CNE boast loads of concerts, performances and special events.

## Caribana

*July 11 - August 6*  
The Toronto Caribbean Carnival, Caribana hits the streets and stages of Toronto this summer for its 46th year, featuring events that celebrate the music, cuisine, and arts of the

Caribbean region. This popular event features some of the biggest highlights of the summer including the Caribana Grand Parade, Annual Gala and the tent villages. Known for drawing close to a million spectators in past years, the Caribbean Carnival is the largest cultural festival of its kind in North America.

## 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](http://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](mailto: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.

## CONGRATULATIONS CATHIE!

M&R's Cathie Wilson was a finalist in the CFAA (Canadian Federation of Apartment Associations) Awards Program for Property Manager of the Year! The CFAA Awards Program is a national competition that saw entries from all across Canada. Although Cathie was not chosen as the winner, it nonetheless is a great honour and tribute to Cathie's skill, growth and passion that she made it to the final list of nominees. Cathie previously won the 2016 FRPO MAC Award for Property Manager of the Year.

*Congratulations, Cathie!*

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.