



# CAPREIT COMMUNICATOR

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## THE FRPO AWARDS

### Awards From the Federation of Rental-Housing Providers of Ontario

Every year, the Federation of Rental-housing Providers of Ontario (FRPO) celebrates businesses and individuals who are leaders in the residential rental housing industry. This year CAPREIT captured FOUR of these prestigious awards.

**CAPREIT received top honours in the following categories:**

**Resident Manager of the Year**  
Grace St. John, Resident Manager  
- **Finalist**

**Leasing Professional of the Year**  
Anirudh Chakravarty, Leasing Specialist - **Finalist**

**Website Corporate Branding**  
Trish MacPherson and Steven Clarke  
- **Winner**

**Environmental Excellence - Corporate Initiatives**  
Dan Rames and Perry Rose - **Winner**

**Advertising Excellence - Corporate Branding**  
Trish MacPherson, Zahra Ladha, and Susan Clark - **Finalist**

**Advertising Excellence - Single Project (Live On The Yonge Line)**  
Trish MacPherson, Zahra Ladha, and Susan Clark - **Winner**

**Property Manager of The Year**  
Janet Chamberlain - **Winner**



### **WELCOME ABOARD:)** **2418 Glenwood School Drive** **BURLINGTON ON**

Glenwood Park Townhomes is a family-oriented community nestled in a serene setting among trees and surrounded by beautiful manicured lawns. Just steps to a park and playground for children and within walking distance from schools and the GO station. We offer 3 bedrooms, 1.5 bathroom townhomes with 4 floor plans to choose from. With easy access to the QEW, Glenwood Park is just minutes from the Burlington Mall and Big Box shopping.

Call Now: 905 639 9212

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CAPREIT  
11 Church Street, Suite 401  
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## Message from the Chief Operating Officer

### Rent VS Buy



Deciding to rent or buy your home is a major decision, and affordability is one of the major factors to consider.

Whether renting your first home, upgrading or downsizing; housing is the single largest item in most budgets.

With an unstable economy and increases to mortgage rates, the risks involved with purchasing a home can outweigh the benefits. Consider the countless hidden costs. Buying a home leads to initial closing costs and ongoing property taxes, maintenance expenses and insurance costs.

Renting gives you freedom and flexibility! Building maintenance is taken care of by the landlord, and insurance cost is minimal. Renting allows you to easily budget your monthly expenses and reduce your long-term commitment to home ownership.

We hope you are enjoying your CAPREIT home and we welcome your comments. Contact us through your site office or email us at: [operations@capreit.net](mailto:operations@capreit.net)

MARK KENNEY  
Chief Operating Officer

### *Do I Really Need Tenant's Insurance?*

#### **Blake's Story** *(based on a true event)*

Blake lived in a fairly new apartment building with about \$15,000 worth of contents. His plan was to insure these items under a homeowner's policy when he moved out of the apartment and into his new house, which was still under construction. However, while living in the apartment, he did not have tenant's insurance.

One morning while making breakfast, a single spark flew from the toaster and landed on a roll of kitchen paper towels. Within seconds, the paper towel roll was in flames and fire then spread to the kitchen cupboards above. Blake managed to extinguish the flames and got out of the apartment. The fire department was dispatched.

As a result of the fire mixing with the paint from the cupboards, noxious gas was released which put Blake in the hospital for smoke inhalation. Although the damage from the actual flames was somewhat manageable, the ensuing smoke damage (which penetrated the entire apartment) amounted to approximately \$10,000.

Furthermore, because the kitchen cupboard was attached to a wall, the possibility of fire traveling inside the wall, to adjacent units, had to be investigated. The municipality levied additional costs for the fire department services as well.

Blake was astounded to learn that the apartment building's corporate insurance policy would not cover the smoke damage, the hospital visit, the municipal fees, or the cost to repair or replace the destroyed property—both inside and outside the unit. The total amount of the loss was just over \$25,000. A basic tenant's policy would have covered all of this.

As a tenant of CAPREIT, you can take advantage of the Tenant's Insurance Program administered by Marsh's Private Client Services.

A Basic Tenants Insurance policy covers you for:

- Up to \$1,000,000 liability;
- Property damage (your own and the corporations);
- Medical/hospital visits (not covered by the Ontario Hospital Insurance Plan); and
- Contents.

And, in most cases, a basic tenant's insurance policy costs only about \$20 to \$30 a month.

Call Marsh's Private Client Services for a no-obligation quote on tenant's insurance at 1 877 476 6727.

The case study contained herein is for illustrative purposes only and should not be relied upon as governing any specific facts or circumstances. All policy terms, conditions, limits, and exclusions are subject to individual underwriting review and are subject to change. Marsh cannot provide any assurance that insurance can be obtained for any particular client or for any particular risk.

For suggestion on articles that you would be interested in, comments or other suggestions please email [marketing@capreit.net](mailto:marketing@capreit.net) with subject heading Communicator 3

## SPRING HOPE



## Another SUCCESSFUL Spring Hope YEAR

The annual Spring Hope Food Drive was recently completed

on April 5, 2011 in Ontario CAPREIT buildings. The food drive, which is held annually across Ontario, involves many other property management companies. This group broke the world record a couple of years back, only to be beat by the apartment industry in Winnipeg last year.

On average over 85,000 people a month visit various food banks within the GTA. This number has increased a total of 17% over the last couple of years.

As in previous years residents just like you generously donated non-perishable items making this years Spring Hope Food Drive another great success! Without the aid of this food drive the food banks would not be able to sustain those less fortunate through the summer months. Our food drive helps the food banks overcome the summer drought and take them through to the fall.

We'd like to also thank all the volunteers who helped the CAPREIT management staff canvassing door to door for this great cause.

If you missed this event, you can always still donate to your local food bank. Remember, together we can all make a difference!

## Don't like personal budgeting?

The simplest way to stay ahead of all your credit card and other bills is to spend a little less than your monthly take-home pay.

Naturally there are times you have large, unavoidable expenses but those should be rare so you don't wipe out your past savings. If you don't like the idea of a monthly budget to track your finances, a simple way to get started is to take your income and ask yourself how much you want to save (general rule of thumb being 10% of your pay cheque) or pay down your credit cards by the coming month (for a healthy financial balance, you should always pay off your credit cards first before saving, as credit cards generally carry the heaviest interest rates).

By initially putting the money aside into savings, you can think of it as money never earned!

From the remaining income, put aside whatever you need to pay for monthly expenses you cannot possibly avoid – like rent, groceries, tuition, car payments, cable, internet and cell phone bills. The leftover amount is what you can spend freely as you wish!

If you feel you don't have enough left to do what you want, then consider if you are spending too much; saving and eliminating debt is key for good financial well-being at any age or income.

Farooq Shaheeb - Finance

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## *Pierre Gilbert - 6 John Street, Oakville ON*



With our busy schedules and fast paced lives, it's not very common these days to feel a sense of community where you live.

But don't tell that to Oakville's Pierre Gilbert! The building manager at 6 John Street has put his heart and soul into making the residents of this building feel at home and neighbourly. You'll often find Pierre helping with unit renovations to make sure everything is top-notch and done right. He's recently worked hard to complete a full lobby remodeling, adding his own personal touches to give the building a homey ambiance. Pierre's charming attitude and big heart hasn't gone unnoticed...the residents here know him on a first name basis and as he does in turn. "There's a sense of a tight knit community at the building".

You can tell Pierre puts great pride into his building and his work to maintain it. Resident satisfaction has increased and turnover rates have decreased according to CAPREIT management staff. Pierre is also involved in the leasing of suites. His combination of a winning personality, effortless charm and class, along with his clean, well-maintained apartments make it an easy choice for any potential renter to want to be apart of his community. Thank you, Pierre!

## **BEING A CAPREIT EMPLOYEE**

Being Canada's Landlord of Choice is not CAPREIT's only quest for excellence. Just last year, we began our journey to becoming Canada's Employer of Choice. At CAPREIT, we know that our people are paramount in our achievement of success.

AON Hewitt has sponsored Canada's Best Employer Survey for the past 13 years. This is the only national study where employees determine the "Best Employers". Organizations who participate are:

- From all industries; all parts of Canada.
- Made up of both union and non-union workforces.
- Small to very large organizations.
- Private and Public Sector.

For our first year of participation, we are extremely pleased with our results. The value of the information we gained from the participation of our staff was paramount to plan and implement the necessary steps to reach excellence.

We have been and will continue our journey to becoming an Employer of Choice by gathering the data necessary to help us implement ways of retaining current employees and attracting the best employees for the future.

If you would like to become part of our organization, please submit your resume to [careers@capreit.net](mailto:careers@capreit.net)

For suggestion on articles that you would be interested in, comments or other suggestions please email [marketing@capreit.net](mailto:marketing@capreit.net) with subject heading Communicator 5

## WELCOMING NEW ADDITIONS TO THE CAPREIT Family!

As demand remains strong for well-maintained and well-managed apartment and townhouse properties; CAPREIT continues to strengthen its presence in neighborhoods across Canada, providing our tenants with no shortage of rental options.

Recently we have acquired five new properties in the Greater Vancouver Region of British Columbia. We are excited to welcome our new tenants and staff to the CAPREIT family!

Located within the Richmond and New Westminister area, the acquisitions offer spacious bachelor, 1, 2 and some 3 bedroom suites with huge balconies. The properties feature fitness rooms, heated outdoor pools, manicured grounds and waterfall pond with turtles and ducks. Some suites have an ocean view! To get a personal tour or inquire about coming home to one of our new suites, contact us today at:

[rentals@capreit.net](mailto:rentals@capreit.net)  
capreit.com



## From Our Family to YOURS

Smoking articles such as cigarettes, matches and lighters are the leading cause of fire deaths. If you or someone you live with smokes, please follow these safety tips.

- Use large deep ashtrays
- Never empty ashes into the garbage
- Keep matches and lighters away from children

Propane barbecues are NOT allowed to be used within our building including the suite balconies.

It is against regulations to:

- Transport a propane tank through a public corridor
- Have a propane tank within 10 feet of an opening to a building
- Have a propane tank located near combustible material



At CAPREIT we take pride in the comfort and safety of our extended family, our tenants. Please let your site staff member know of any potential hazards you may see.

## QUALITY ACCOMMODATIONS ACROSS CANADA

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As one of Canada's largest owners of multi-family rental communities, Canadian Apartment Properties Real Estate Investment Trust (CAPREIT) is committed to providing safe, secure and comfortable accommodation throughout our portfolio of well-managed and attractive apartments, townhouses and land-lease communities. With 27,607 apartments and townhouses across Canada, and a strong presence in or near most major urban cities we offer a full range of well maintained, high-quality rental accommodations tailored to meet our residents' needs at very competitive rates. In 2007, CAPREIT acquired two luxury land lease communities comprising of 1,325 sites in Newcastle and Grand Bend, Ontario, expanding our depth of accommodation options.

To find out more information about our properties please visit [capreit.com](http://capreit.com)

## SUMMER PALOOZA

### Play day at CAPREIT

Last year at Brampton Village, once a week, staff from our head office volunteered their time promoting great outdoor activities, games and fun with children of all ages who were on their summer break from school. It was such a great success with the children and parents we have decided to continue with it again this summer. We have now expanded the program to various buildings throughout the GTA and have even re-named the program to Summer Palooza.

Since the program is expanding to select buildings please keep an eye out for notices and join the CAPREIT Summer Palooza team for an hour of fun filled activities. We look forward to seeing you all there!

[marketing@capreit.net](mailto:marketing@capreit.net)



**CAPREIT RESIDENTS  
ENJOY EXCLUSIVE  
OFFERS**

Call your dedicated team  
at 1 866-754-3981



## Carrefour des Érables

*The South Shore of Montréal is one of the city's best kept secrets. Residents of the city of Longueuil, for example, benefit from being a stone's throw away from the hustle and bustle of downtown Montréal.*

*One perfect example of South Shore living is Carrefour des Érables. Roughly translated, Carrefour des Érables is French for "Maple Tree Place", and now that the winter is behind us, the many maple trees surrounding the property are filled up with leaves. Residents truly feel as if they are a world away from the concrete jungle, with spacious and renovated suites and the benefit of being surrounded by small parks without having to walk more than 5 minutes to the local market. To make the most of their oasis of greenery, a major landscaping project is planned for this summer. It won't be long before Carrefour des Érables is looking better than ever.*

**2281 Rue Joliette, Longueuil QC 450 679 7563**

The **BRICK.**

All CAPREIT residents are entitled to discounts on all home and electronic products carried at "The Brick" stores in nearly every province. If you have not received your discount card from your building administration office, please contact them or email [marketing@capreit.net](mailto:marketing@capreit.net), and we will get one to you right away. To use the card, simply contact a commercial sales representative at The Brick and set-up an appointment to obtain your discount.

**BRICK PROMOTION ON NOW!**