

CAPREIT COMMUNITY

ISSUE 1 | 2023
www.capreit.ca

CONNECTING RESIDENT COMMUNITIES ACROSS CANADA

ASK MARK ANYTHING

President & Chief Executive
Officer, CAPREIT answers
your questions

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Resident Spotlight

25-year resident
shares his CAPREIT
story

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Need a **Resident
Portal** refresher...
we've got you covered

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#BESTPLACETOLIVE



CANADIAN APARTMENT
PROPERTIES • REIT

Every resident
deserves to have
their belongings
protected.



We can't always predict when an unfortunate event will happen. That is why CAPREIT would like all residents to be protected against any loss you may be left to cover, for damages to your own belongings, your home, and other residents affected.

Carrying a valid tenant insurance policy will give you peace-of-mind to know your belongings are protected from potential risk and you will not have to cover the expense of damages to your home or others and their belongings.

Provide your
proof of
insurance
today!

tenantinsurance@capreit.net, or provide a physical
copy to your Management Office.



CANADIAN APARTMENT
PROPERTIES • REIT

Hometown: Brockville, Ontario

Years in industry: More than 30

Education: Bachelor's in economics
from Carleton University

First Job: Assistant Property Manager

Mark Kenney

President & Chief Executive Officer

WHAT DO YOU LOVE MOST ABOUT YOUR WORK AT CAPREIT?

I love that CAPREIT is multifaceted and that no one day is ever the same. I also love that we get to see the tangible impact of our work each day as our communities continue to grow and thrive.

WHY IS IT IMPORTANT TO YOU THAT CAPREIT INVESTS IN ITS COMMUNITIES?

Our goal is to make our CAPREIT communities the best place to live for our residents and their families for generations to come. As one of Canada's largest REITs, we pride ourselves on providing well-maintained communities for tens of thousands of CAPREIT residents across the country. Our capital expenditure projects cover projects like roofs and HVAC replacements, and well as investments into high-tech software applications to optimize our service to you, as well as energy retrofits, amenity and common area upgrades, like playgrounds and splashpads.

WHAT IS THE LAST CAPREIT PROPERTY YOU'VE VISITED?

I recently took a trip to Vancouver, British Columbia to tour a number of our properties. My roots in this industry began as a property manager, and so it's always great to spend time with our teams and also meet some of the residents in our communities.

GREATEST STRENGTH

“I am very proud of the CAPREIT team.”



Have a question for Mark?

Email your question to goodnews@capreit.net

Questions and responses will be featured in our CAPREIT publications.

*Questions can remain anonymous upon request

THE ONYX

LUXURY MEETS LIFESTYLE

370 Rue des Seigneurs, Montreal, QC


In March 2022, CAPREIT acquired the recently-constructed apartment community the Onyx. Located in a prime location Montreal's Griffintown, this luxury community offers a range of high-end amenities, that allow residents to bring their dream lifestyle to fruition.

There's something for everyone at the Onyx. With its spacious interiors and luxurious finishes, the Onyx also boasts a range of top-of-the-line amenities. Residents can enjoy the best outdoor living with access to a multifunctional rooftop terrace. The rooftop also boasts a state-of-the-art fitness centre carrying Echelon smart gym equipment, a running track, and a vegetable garden; along with an outdoor lounge area appareled with barbeques, patio chairs and tables, and heated floors. All this while being surrounded by stunning views of Griffintown and Downtown Montréal.

What our residents are saying...

“ *It's been much more than we expected to live in L'Onyx. The building is new, our well-decorated apartment has useful amenities and a beautiful terrace, that my dog truly loves. Everything is in perfect condition. Every time I need the administration, they are super helpful and solve my requests, without any problem. It is a very nice neighborhood to live in, and the building is close to markets, subway, buses on the corner, and many bars and restaurants around.* **”**
For sure it's an excellent place to live.

Fê S. | Onyx Resident



It's hard to believe that 25 years have passed since CAPREIT began its journey, and now we are one of Canada's largest publicly-traded provider of quality rental housing. Our 25-year anniversary not only represents our long history of building vibrant neighbourhoods, all across Canada, but it is significant to many of our residents who have called their CAPREIT community home for over 25-years.

Al Barkmon

Montreal, Quebec

Al Barkmon has lived at 2250 Guy Apartments in Montreal, Quebec for over 25 years.

What made you decide to live here?

The place is very convenient, I have everything close to me: metro, doctor, groceries, bank, and this is what I was looking for.

What drew you to the neighborhood/community?

During all those years, I have met a lot of nice people here, the community is great!

Tell us about the day you moved in?

The first day I moved in I was a little bit overwhelmed as the apartment was high in level 30, I felt a little dizzy, but I was excited, and I got used to it, I could then enjoy the view. I started to enjoy all facilities near me.

Did you think you'd be here 25 years? What has made you stay with us for so long?

I never knew I would stay here for that long, but I am happy I did. I saw a lot of good changes in the administration, and we have a lot of advantages here.

We have a heated apartment with hot water. It is located in a great place, the neighborhood is nice and, more important, it is very central to everything for me. So, I am very happy here.

What's your favorite memory here?

I would say the administration staff that is amazing, sweet, kind, you can go down they welcome you with big smiles, they are all nice. They try to fix any issue you have in a very quickly manner. Zineb is always helpful. They do a lot of good work, and I thank them for that. This is the best part and the best memory I have.

What significant changes in the community have you seen in the last 25 years?

A lot of improvements, like the administration that is doing a very great job, the renovations that have been made, the care and cleanliness in the building has improved significantly. We have now two very nice ladies that take very good care of the place. They are always smiling and happy, they are enjoying doing their jobs.



MAKE LIFE EASIER WITH CAPREIT'S RESIDENT PORTAL

We want your CAPREIT home to be the best place to live for many years to come. That is why our teams work hard behind the scenes to create technological solutions to enhance resident experience in our communities. CAPREIT Resident Portal offers exceptional and easy self-service. Residents have the ability from anywhere there is access to the internet to submit a service request, receive notifications or book amenities. Anytime there is a building notification, you will be able to receive it in a timely way, to your phone or computer – while at home, work or across the country.

Whether you just moved into a CAPREIT community or need a refresher, here are some frequently asked questions.

Can you show me how the Portal works?

Yes! Visit our library of informative and easy-to-follow Resident Portal how-to videos covering a range of topics from how to book an amenity to how to set-up Pre Authorized Rent Payments.

I can't login to the Portal, what can I do?

If you have already signed up for the Portal, click here. Put in your email address and click **Forgot your password?** That will send a link to your email address to reset the password. Click the link to reset the password. If the account is locked, please reach out to the rental office team to reset your account.

Watch Resident Portal How-to Videos Here.

Where can I see my property communications?

There is a tab called *Notices* on your profile page. Click the button and you will see a list of all the active notices for your community. You also receive an email and/or SMS notification depending on your preference when a new notice is sent.

STAY TUNED FOR NEW AND EXCITING RESIDENT PORTAL ENHANCEMENTS IN 2023!



WE WANT TO HEAR FROM YOU!

AT CAPREIT, we strive to provide the highest quality service and care deeply about how our work affects residents in our communities. We hope you have enjoyed the level of service you received at your CAPREIT home.

Many people like you rely on our online reviews as they search for a place to call home. We would love if you could leave us your feedback and star rating on your CAPREIT residence Google Business page. Your insights are incredibly valuable and will help us make sure we serve our current and prospective residents well in the future.

We look forward to hearing from you!



19TWENTY APARTMENTS | HALIFAX, NOVA SCOTIA

Located close to downtown and the stunning Halifax waterfront, 19Twenty Apartments have views that are sure to please. The vibrant location has everything you need at your fingertips. It is within walking distance to an array of shops, restaurants, and entertainment. Take a stroll to the Halifax Citadel National Historic Site or to Halifax's waterfront, where you will also find the Art Gallery of Nova Scotia and Maritime Museum of the Atlantic. Dalhousie University is nearby as well as several elementary and high schools.

“The 19 Twenty community is quiet building, with friendly residents, who enjoy the amazing building amenities and events year round. In 2022, we resumed our Summer’s End barbeque event. Many residents from our 19Twenty community joined us to enjoy delicious barbeque, and jam packed fun for all ages.”

*Stephanie MacPhee
Associate Property Manager*

“ 19 Twenty has an unbeatable view (on either side of the building), great staff and is perfectly located in the heart of downtown Halifax located minutes away from everything you need. ”
Danielle W. | 19Twenty Resident

“ Friendly and accommodating staff! Resident portal is very convenient for submitting work orders and bookings. Clean amenities like gym, social room, patio and pool. ”
Rhea N. | 19Twenty Resident

Moving to Halifax?
Contact the
19Twenty team:
902-444-1654

“Between stimulus and response there is space. In that space it is our power to choose our response. In our response lies our growth and our freedom.”

Viktor Frankl, Austrin author, neurologist, psychologist, and Holocaust survivor



Jermaine Stennett | Head of Mindfulness at CAPREIT | Certified Coach, Yoga and Meditation Teacher

I'm happy to share my 10 Powerful Choices to help you live each day with less stress and more joy. I created this list for a speech I delivered last summer. It's based on the premise that you can more intentionally decide who and how you want to be in the moments of your life. Exercising more of your personal power can lead to more freedom, which in turn, can lead to more joy and ease.

I invite you to choose to...

Stop taking things personally. Nothing anyone says or does is about you – it is always about them, but making it about you. This powerful choice alone will change your life.

Stop believing all your thoughts. How would your life change if you paid more attention to your supportive, creative, uplifting thoughts and less to your judgmental, critical, fear-based thoughts?

Stop letting fear drive. Fear is a physiological mechanism originally designed to keep our ancestors safe in an appropriate time and environment. But now it often gets in the way of our growth. When you know you're safe, try putting fear in the back seat.

Stop living out your story. Your story is the data you've collected about yourself and everything that has happened to you during your life. But it can limit you and the way you see life and others. Free yourself from your story.

Stop judging yourself and others. This relates to #1 – everything and everyone you judge is really about you. Next time you catch yourself judging, get curious: why is this causing a reaction in me?

Did one or two of these powerful choices speak to you? That's your inner wisdom guiding you - I suggest you start there.

Wishing you less stress and more joy!

Have more compassion, for yourself and others. Compassion is often the antidote to judgment. Next time you're in judgement, which doesn't feel good, notice how it feels to allow some compassion in.

Smile more, for no reason. Smiling is a powerful mind/body tool we can use deliberately, not just as a conditioned response. The act of smiling triggers a happy chemical reaction in the brain. Try waking up and smiling as the first thing you do.

Focus inward for 5 minutes a day. Allowing yourself some quiet, self-connection time each day will help you recalibrate to who you really are and what matters most to you.

Make time for your passions and purpose. What makes you feel most alive? Choose to do more of that.

Become your own best friend. How would it feel to speak to yourself, encourage yourself, love yourself like your best friend? This powerful choice is another game (life) changer.

HOLIDAY RECAP

We had a wonderful holiday season at CAPREIT. Many of our communities came together to celebrate the magic of the season. Our property management teams held events to wrap up the year and show their appreciation to our resi-

Windsor Apartments

Burlington, Ontario

The team at Windsor Apartments, in Burlington, Ontario wore festive outfits to celebrate the warmth of the season with residents at their holiday party in December.



Tyandaga Apartments and Townhomes

Burlington, Ontario

In December, Tyandaga Apartments and Townhomes, in Burlington, Ontario brought in a food truck to celebrate the holidays with residents. We heard the food was very good!



John Street Apartments

Oakville, Ontario

In December, the property management team at John Street Apartments, in Oakville, Ontario held a holiday party for residents. It was big turn out with lots of fun and smiles. Shout out to Pierre and team for organizing a great event for our amazing residents!



Dixon Apartments

Etobicoke, Ontario

In December, the Dixon Apartments property team in Etobicoke, Ontario held a Christmas caroling event and ugly Christmas sweater contest for residents. The team also shared sweet treats with all who attended.



HOLIDAY RECAP

Fontaine Village

Cold Lake, Alberta

A meal is better enjoyed when it's shared, and the property team at Fontaine Village in Cold Lake, Alberta did just that! Congrats to the winners of the holiday turkey giveaway draw. We hope you enjoyed this holiday gift with your families.



Pine Tree Village

Moncton, New Brunswick

In December, Mr. and Mrs. Claus took a trip from the North Pole to bring a little holiday cheer to the children at Pine Tree Village in Moncton, New Brunswick. The children enjoyed taking photos and sharing their wish lists with Santa!



Evergreen Village and Hillpark Estates

White Court, Alberta

The property team at Evergreen Village and Hillpark Estates in White Court, Alberta held a holiday turkey giveaway draw for their residents. Congrats to all winners, and we hope you and your families enjoyed your holiday celebrations.



William Apartments

Waterloo, Ontario

For six years, the William Apartments community, in Waterloo Ontario has been generously donating to the Salvation Army in Canada. The trees in the lobby are decorated and the community members enjoy offering a toy and watching the mountain of toys grow. Each year surpassing the previous.





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