

CAPREIT COMMUNITY

ISSUE 2 | 2023
www.capreit.ca

CONNECTING RESIDENT COMMUNITIES ACROSS CANADA

THE TENANT INSURANCE ISSUE

June is tenant insurance
month at CAPREIT.
Learn more.

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Ask Mark Anything ^C

President & Chief
Executive
Officer answers
your questions

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Check out our latest
community events

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#BESTPLACETOLIVE



CANADIAN APARTMENT
PROPERTIES • REIT

EV CHARGING



Did you know? Transportation is the second largest emitter of greenhouse gases in our communities.



Our new charging platforms will help reduce greenhouse gas emissions in our communities.



To date, we have installed 52 level-2 chargers across 26 CAPREIT properties across Canada.



Our new level-2 stations are capable of fully charging an EV in 5-9 hours.

CAPREIT is dedicated to integrating environmentally responsible strategies and practices into every aspect of serving our residential communities. We are thrilled to share our excitement about the launch of our pilot project for electric vehicle (EV) charging platforms that involves the installation of 52 level-2 chargers across 26 CAPREIT properties across Canada.

By investing in conservation projects like this, we aim to reduce greenhouse gas emissions and create a more sustainable future for our communities. We are proud to contribute to the promotion of green transportation options and provide convenient and reliable charging solutions for our residents. Together, we can contribute to the reduction of greenhouse gas emissions and help create a greener future for our communities.

Get Plugged In

Would you like your community to be considered for the next round of EV charger installations?

Contact your management office for more information.

Blooming Success | CAPREIT Urban Gardens Spring Opening

We're excited to announce the spring opening of CAPREIT's urban gardens at four of our properties for the third year in a row: 30 Tuxedo, 4010 Lawrence, 8 Park Vista, and Domaine Bellerive. On May 19 residents had the opportunity to see our urban farmers begin planting the many varieties of vegetables and herbs and observe the process firsthand. It was an exciting moment for the community, and we look forward to seeing the harvest shared amongst our residents and local food banks.

Throughout the summer, we have planned a series of engaging events exclusively for our residents. These gatherings will provide an opportunity to gain valuable insights into gardening techniques, learn from our expert MicroHabitat team, and foster a sense of community.

Coming Soon! A variety of recipes will be shared on CAPREIT's social platforms including snacks and meal ideas and from garden variety favourites. Make sure to follow us to learn more!





Mark Kenney

President & Chief Executive Officer

The 'Ask Mark Anything' section has received an overwhelming number of thought-provoking questions from our communities. Your curiosity and engagement have truly exceeded our expectations, and we want to extend our heartfelt gratitude for your participation. Mark has been diligently reviewing all the questions and has selected three for this edition.

Keep an eye out for the upcoming editions where we will continue to feature Mark's responses to your questions. We believe that this ongoing dialogue will foster a stronger sense of community and empower us all with a deeper understanding of our shared goals and commitments.

HOW DOES CAPREIT ADDRESS RESIDENT SAFETY IN ITS COMMUNITIES?

Resident safety is of utmost importance to us. We have implemented various measures to ensure the well-being of our community members. Many of our communities are equipped with advanced security systems, and in certain cases, we have on-site security personnel to monitor and enhance safety measures. Our dedicated staff is available during business hours to assist residents with their inquiries and concerns. However, it is important to note that they may not intervene directly in situations where their safety is also at risk. We strongly advise residents who feel distressed or encounter any situation that compromises their safety to immediately contact the police. It is crucial to involve the proper authorities who are trained and equipped to handle such situations efficiently and effectively.

Our property teams strive to address any safety-related issues within their purview as promptly as possible. We have after-hours services available for emergencies. Simply call the management or administrative office number and listen to the prompts.

It is also important to note that CAPREIT respects the privacy of our residents. We have a strict privacy policy in place, which means that we do not disclose any personal information about residents to their neighbors, even in the event of a dispute. We always aim to create communities where residents can feel safe, secure, and at ease.

I'VE RECEIVED AN EMAIL ABOUT TENANT INSURANCE. IS IT REQUIRED THAT I SHOW PROOF OF COVERAGE?

We certainly encourage all of our residents to have tenant insurance protection because it provides vital protection for your belongings in unforeseen circumstances. As per CAPREIT policy, legislation and differing leases across the country, we ask each resident to refer to their lease agreement for more information about tenant insurance requirements.

CAN WE HAVE RESIDENT EVENTS IN MY COMMUNITY?

Absolutely! We wholeheartedly support the idea of hosting resident events in all of our communities, and truly value the opportunity to bring residents together and foster a sense of belonging. As an organization, we are actively working behind the scenes to ensure that we can create enjoyable and engaging events for residents across ALL of our communities throughout Canada. We believe that these gatherings provide an excellent platform for residents to connect, get to know one another, and create lasting memories. Stay tuned to the Resident Portal in your community to learn about events as they happen or speak to your rental office to the management office to suggest an event.

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.



CAPREIT'S TENANT
INSURANCE MONTH

LEARNING . PREPAREDNESS . RESPONSIBILITY

June is officially Tenant Insurance Month at CAPREIT. Throughout the month, we will be sharing important information to educate and prepare our residents for potential emergencies or unexpected events that may lead to property damage or injury. Stay tuned for valuable insights and resources to help you protect what matters most.

Let's work together, to ensure you are well-prepared in the case of an emergency.

4 Reasons Why You Need Tenant Insurance Protection

1 Protects Valuable Belongings

Tenant insurance can help pay to replace your valuable items if you suffer a break-in, fire or even damage from a major storm.

2 Injury & Damages

You may be responsible for damages caused by your negligence, however unintentional, such as injuries sustained by visitors in your suite, or by damage done to surrounding units. Tenant insurance may protect you against unexpected lawsuits for bodily injury or property damage to others, including amounts for which you become liable.*

3 Freedom

If you are forced to leave your home due to an insured event, like fire or flood. Tenant insurance may help you cover reasonable and necessary expenses, such as temporary living arrangements or moving expenses.*

4 Peace of Mind

When you are responsible for property damage to others, your insurer will handle claims against you by negotiating an appropriate settlement on your behalf, subject to the terms and conditions of the insurance policy.

This could be you...

Unfortunate stories of property loss due to fire

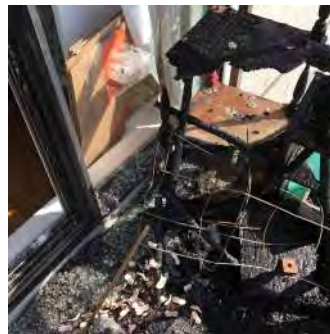
Resident's guest improperly attempts to put out flame

In September 2020, a resident's guest at an Ontario property was cooking on the stove when a flare up occurred. The guest ineffectively tried to suppress the fire, causing it to spread. There was a significant amount of smoke damage to the entire apartment and the unit was deemed uninhabitable. Therefore, a complete renovation of the unit was required. The resident lost a significant amount of their belongings and did not have tenant insurance. This loss resulted in \$30,000 in damage to the unit, building and other residents' property for which the resident was responsible.



Cigarette butt left burning and unnoticed

The fire alarm system at our property in British Columbia alerted the Fire Department to an apartment fire. It was later determined that the fire was caused by a resident who improperly discarded a cigarette butt in a planter on their balcony. The improperly discarded cigarette butt slowly smoldered before igniting other items on the balcony. The rapid response of fire services ensured that there was not damage to the interior of the building. However, the resident suffered damage to their belongings, in addition to \$49,000 in damages to the exterior of the property - all of which the resident was responsible to pay.



In the News:

B.C. tenants ordered to pay \$500,000 after 'foreseeable' fire

Did you know?

Nearly one quarter of all residential fires in Canada happen in apartments.

Source: *Fire Losses in Canada Year 2007 and Selected Years

A SMALL PRICE TO PAY FOR BIG PROTECTION

While the price of tenant insurance can vary depending on factors like location, for most Canadian renters, the average premium can be just \$20 to \$30 per month.

Could you do without one of these items each month to pay for tenant insurance?



A movie date for two

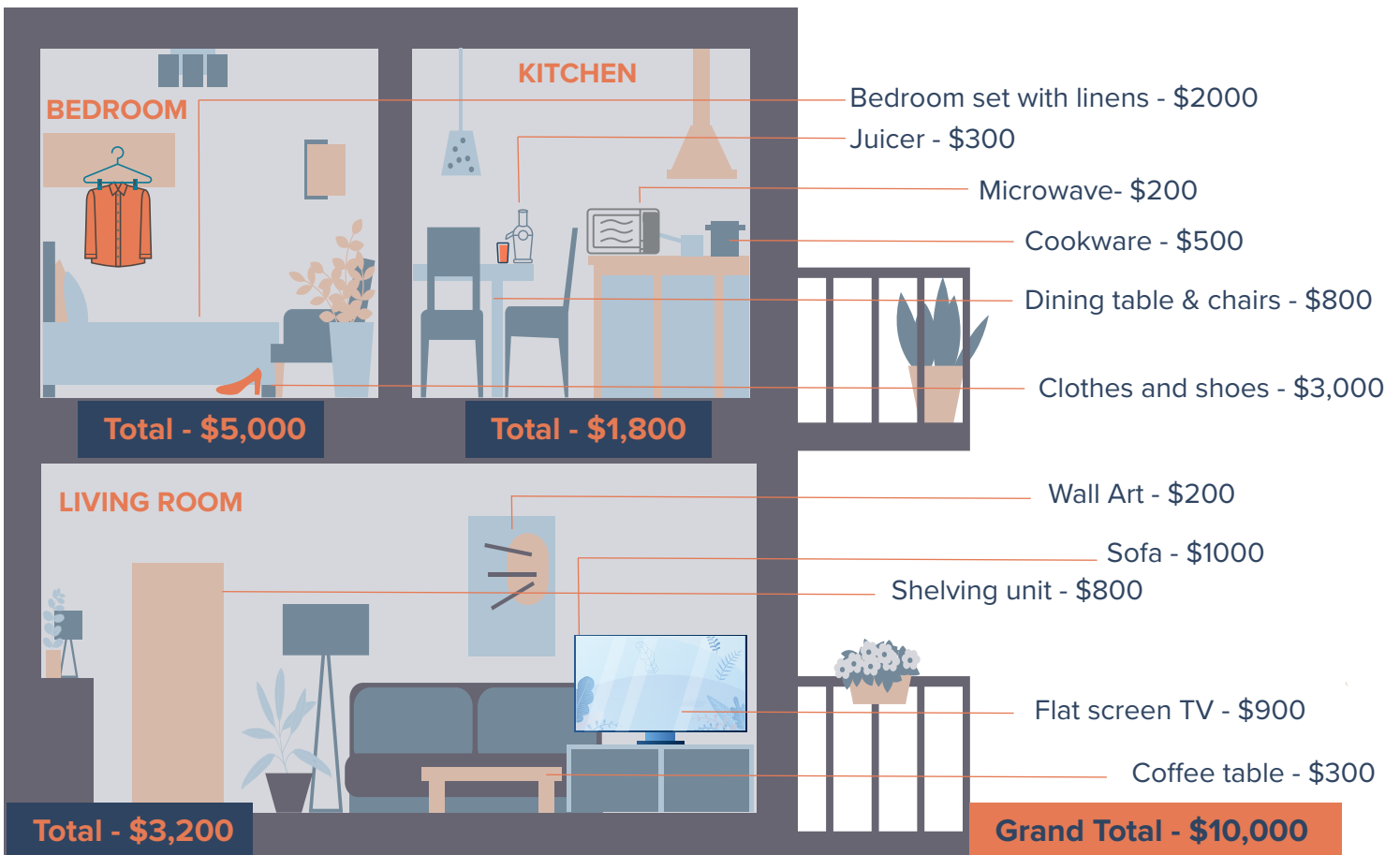


Four frappuccinos



A best-seller, hardcover novel

Consider the Value of the Things That You Hold Dear



That's a lot of stuff you would have to replace against any loss you may be left to cover, for damages to your own belongings, your apartment, and those affected.

Paying a small monthly premium to protect your belongings could potentially save you thousands in the future.

Carrying a valid tenant insurance policy will give you peace-of-mind to know your belongings are protected from potential risk.

CAPREIT residents can take advantage of preferred group rates offered through westlandexpress.ca or select an alternative provider. Payments can be made via pre-authorized monthly bank withdrawals.

Email your proof of insurance to tenantinsurance@capreit.net, or provide a physical copy to your Management Office.

* Please verify coverage details with your insurance provider

Let's celebrate the moments that brought us closer and look forward to more incredible experiences ahead. Check out highlights of event that took place this spring in our vibrant communities!

Oxford Square

London, Ontario

The Oxford Square community enjoyed an egg-citing Easter fun event in April.



Spring Garden

Halifax, Nova

In March the Spring Garden community residents and staff came dressed in green to celebrate St. Patrick's Day together, with food, refreshments and lot's of fun.



Beaconwood Village

Ottawa, Ontario

CAPREIT would like to thank our dedicated property teams who work tirelessly in their communities to support our residents during challenging times. At CAPREIT's Beaconwood Village, 185 families were recently left without power for the night. Our teams were there around the clock, checking on residents and updating them on the situation. They even turned the Beaconwood party room into a heating and charging station with the help of an onsite portable generator, and provided coffee, donuts and a pizza lunch for residents. We're proud of our teams for going above and beyond to help their communities.



Park Royal Village

Mississauga, Ontario

To celebrate Global Recycle Day on March 18, the Park Royal Village team in Mississauga, Ontario held a fun painting contest for the children in their community, who showcased their creativity and commitment towards saving the world through recycling. Thank you to all participants.



The Welsford

Halifax, Nova Scotia

The Welsford team celebrated National Nutrition Month with residents by sharing some nutritious treats.

**Share Your Feedback
For Your Chance
To Win
\$1,000
in Cash**



Canadian Multi-Residential Satisfaction Survey

We are conducting a national research study on rental satisfaction.
Feedback will be used to inform, educate and understand.

Complete the survey for a chance to win one \$1,000 cash prize.

To access the survey, please go to the following link or scan the QR Code above.

<https://www.research.net/r/CAPREIT-Poster>

Conducted By



SHAPE YOUR SPACE

Responses must be received before June 30. Contest rules are included in the survey link.

*Shape Your Space, the producers of the Canadian Multi-Residential Satisfaction Survey is an independent company.
Results are provided directly to Shape Your Space.*



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