

CAPREIT COMMUNITY

ISSUE 3 | 2023
www.capreit.ca

CONNECTING RESIDENT COMMUNITIES ACROSS CANADA

Our ESG Story

Learn more about the ways we impact our communities through our ESG practices.

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Ask Mark Anything

President & Chief Executive Officer answers your questions

PG. 2

Check out our latest community events

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#BESTPLACETOLIVE



CANADIAN APARTMENT
PROPERTIES • REIT

CAPREIT is pleased to announce the release of our 2022 ESG Report. We invite you to learn more about our journey towards creating an impactful ESG strategy that ensures transparency, accountability, and our commitment to making CAPREIT the best place to live, the best place to work, and the best place to invest.



BEST PLACE TO LIVE



Almost **\$20,000,000** invested in energy efficiency in 2022 with **\$66,944,000** in cumulative investments since 2019



Scored above industry benchmarking on our annual Resident Satisfaction Survey and our Recommendation Score increased to **80%**



42% of our suites are designated as affordable housing units



Provided affordable housing to more than **50** municipalities and community social groups for the most vulnerable

BEST PLACE TO WORK



Scored 75% on our overall engagement score in our annual Employee Engagement Survey



The **only Canadian company to have achieved gender balance** across all levels (2021), as reported by Equileap



55% of our workforce identifies as female, and **31%** of our employees self-identify as Black, Indigenous or People of Colour (BIPOC)



20+ employees were certified in 'Mental Health and First Aid'

BEST PLACE TO INVEST



38% of Independent Trustees self-identify as female



22% of Trustees and **45%** of senior executive management self-identify as BIPOC



Integrating ESG into a newly developed **Enterprise Risk Management System**



Initiated development of a corporate **Climate Action Plan**

**Please see the 2022 ESG report for further clarification on these key results.*



Mark Kenney

President & Chief Executive Officer

WHAT CHANNELS ARE AVAILABLE FOR RESIDENTS TO COMMUNICATE WITH CAPREIT AND PROVIDE FEEDBACK OR EXPRESS CONCERNS?

Your comfort and satisfaction are important to us, and we are here to assist you every step of the way. Our goal is to ensure your satisfaction and well-being as a resident. We take all concerns seriously, and we appreciate your feedback, as it helps us improve our services.

Resident Portal: In the process of escalating an issue with our CAPREIT management team, we recommend that you first attempt to resolve the matter by contacting your management office or utilizing our Resident Portal. These initial steps often lead to quick and efficient solutions to your concerns, as well as provide trackability, accountability, and transparency.

If you have already contacted the management office and submitted your issue via the Resident Portal without resolution, and the matter still persists, please consider the following options:

Email Our WeCare Team: Our dedicated WeCare team is available to assist you in navigating your concerns further. They specialize in resolving resident related issues and will work diligently with the onsite management team to find a satisfactory resolution as quickly as possible. The WeCare team can be reached at wecare@capreit.net.

Call the CAPCares Call Centre: If you prefer to contact a member of our team via telephone, please call our CAPCares team. Your call will be documented, and our team will make every effort to address your concern promptly. We understand that some matters may require anonymity, and you have the option to remain anonymous when contacting CAPCares. To contact CAPCares, please call: **1-855-227-6478**.

HOW DOES CAPREIT PRIORITIZE AND MANAGE MAINTENANCE AND REPAIRS IN OUR COMMUNITY TO ENSURE THE BEST LIVING CONDITIONS FOR RESIDENTS?

Maintenance and repairs are a crucial part of managing a property, and we do our best to ensure our communities are the best place to live for our residents.

Our teams conduct regular property inspections to identify maintenance needs and potential issues. Preventive maintenance schedules are established to address routine tasks such as HVAC system checks, roofing inspections, and landscaping upkeep.

Maintenance and repair requests are typically categorized based on urgency and impact on residents' quality of life. Urgent issues like water leaks or heating problems are given the highest priority and are usually addressed immediately. Less urgent matters, such as cosmetic repairs, may be scheduled for a later date.

Each maintenance request is documented and tracked through our Resident Portal. It helps the property management team monitor progress, ensure follow-through, and maintain a record of all repairs and maintenance history.

Our relationships with trusted vendors and contractors are vital to our communities. These partnerships help ensure that repairs are completed promptly and to the required quality standards.

Residents play a vital role in the maintenance process. We encourage you to report any maintenance concerns or repairs immediately, and at the end of the service request, fill out the survey on the Resident Portal to provide us your feedback.

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.

*CAPCares is not available in our land lease communities.

Walk with Amal

Knightsbridge
Kings Cross Community

Brampton | Ontario

CAPREIT is proud to share the incredible success of our first-ever community sponsorship event - Luminato's *Walk with Amal*, which took place on Friday, June 9, 2023, at our Knightsbridge Kings Cross community in Brampton, Ontario. The event exceeded all expectations, leaving an indelible mark on the community and everyone involved.

An air of excitement, positivity, and unity filled the atmosphere and residents, community partners and CAPREIT employees came together to witness Amal's journey. Her story represents migration, cultural diversity and the contributions made by refugees and immigrants—experiences to which many of our community residents can relate. We were happy to see the crowd of attendees eager to interact with Amal and each other.





To make this occasion even more special, a pre-event was held for the children of the community to create welcome signs for Amal. The turnout for the event was absolutely phenomenal! The children and adults were eager to lend a hand to create vibrant welcome posters for Amal in three languages (Hindu, Arabic and English).

Adding to the excitement, the event welcomed esteemed special guests who came to lend their support. We were honoured to have the Mayor of Brampton, Patrick Brown, MPP Charmaine Williams, and Councillor Rowena Santos among us. As Amal continued her journey to the nearby Brampton City Centre, the CAPREIT team held a free resident event, complete with a delicious lunch provided by CAPREIT.



Community Connections

Interview with Sharada Eswar

South-Asian-Canadian curator, community arts storyteller, educator, and theatre artist, Sharada Eswar's unique journey and her passionate involvement in the arts, have played a pivotal role in selecting Knightsbridge as host to the arrival of Little Amal. Join us as we delve into Sharada's inspiring story and her connection to our Knightsbridge community.

What is your personal connection with the Knightsbridge community?

3 Knightsbridge was our first home in Canada. Even though we've moved to a number of places in Brampton, Ontario since then, Knightsbridge will always have a special place in our hearts.

Can you share a bit about your journey to Canada and your initial experiences upon arriving here?

Our journey began in 1998 when my husband and I left our stable jobs in India to start anew in a foreign country, a decision that many thought was crazy. Armed with just four suitcases filled with our cherished possessions and abundant hope, we embarked on this adventure.

I vividly remember our arrival at Pearson International Airport in March 2001. Despite it almost being Spring, the ground was still covered in snow. I felt a blast of icy wind as I stepped out of the airport in just a sweater and flip-flops. I contemplated going back on the plane, but I had promised myself one year.

Since then, many winters and challenges have passed. Today, I stand on this beautiful land, grateful to the Indigenous caretakers for making me welcome.

As someone who played a pivotal role in bringing Little Amal to Knightsbridge, could you share the initial inspiration behind this idea and how it evolved into a reality?

The story of a little girl separated from her mother was what resonated with me. I could totally relate to that feeling. I remember, during our early days in Knightsbridge, being separated from my 4 year old in the mall (Bramalea City Centre Mall). It was just for a few moments, but still the fear that consumed me - I still shiver thinking about it. So I can well imagine what it must be like for all those children and mothers who are separated. So, when Luminato and the *Walk with Amal* team asked me to be a part of this event I immediately said yes and I knew that I wanted the walk to take place at Knightsbridge Kings Cross.

What were some of the most memorable moments for you during the *Walk with Amal* event at Knightsbridge?

I think the most memorable and cherished one would have to be coming back to Knightsbridge and walking with Little Amal to the City Centre via Clark Boulevard School and reliving moments with my own daughter taking the exact same path everyday for three years. It really took me back in time.

BACK TO SCHOOL

with Pathways to Education

CAPREIT is proud to partner with Pathways to Education, an organization dedicated to breaking the cycle of poverty through education.

SCAN TO
DONATE NOW 

We invite you to donate funds to Pathways to Education that will help remove barriers to graduation and build the foundation for a better future for students across Canada. You will receive a tax receipt for any donations over \$3.00. Visit your CAPREIT office and show them your donation to add your name and personal style to our display in support of Pathways to Education.



Coming Soon | National Resident Satisfaction Survey

Your Opinion
Matters to Us

CAPREIT's National Resident Satisfaction Survey aims to better understand your living experience, and your feedback helps us to continuously improve the quality of service in our communities. **Stay tuned for more information coming in November!**



CAPREIT had many gardens blooming all across Canada this summer, providing our residents with a delightful array of fresh vegetables, fruits, and herbs. As we transition into the fall season, stay tuned for the upcoming harvest season in your community garden.

Garden Spotlight

The Three Towers Community Garden is a collaborative project with Ecosource, the Toronto and Region Conservation Authority (TRCA), and located in CAPREIT's Knightsbridge Kings Cross community in Brampton, Ontario. This innovative garden space serves as a hub for sustainable urban agriculture, environmental education, fostering a sense of community and promotes sustainability.

When asked about the program's affect on their health and well-being one gardener shared: "I have been doing balcony gardening for a few years now but being outdoors in a bigger space allowed more freedom to blend in with nature".



In a survey carried out in December 2022...

100% Respondents shared Participating has allowed them to increase their intake of fresh veggies and fruits. were able to grow food from their culture in the garden.

83% Respondents shared They were able to save on the cost of groceries because of their participation. They improved their gardening skills.

Visit www.trca.ca for more information

From Garden to Table

Ve's Zucchini Bread

INGREDIENTS

1 ½ cups of all purpose flour
 1 ½ cups of grated zucchini
 1 cup of sugar
 1 teaspoon of baking soda
 ½ teaspoon of cinnamon, allspice & nutmeg
 1 teaspoon of salt

2 large eggs
 ½ cup of vegetable oil
 ½ tablespoon of vanilla extract
 Feel free to add nuts or chocolate chips of your choice.



PREPARATON

1. Preheat the oven to 350°F. Prepare an 8"× 4" loaf pan with parchment paper.
2. Combine flour, sugar, baking soda, your spices and salt in a medium bowl. Whisk to combine and set aside.
3. In a large bowl, beat the eggs. Add the zucchini, oil, and vanilla and mix together.
4. Add the dry ingredients to the wet mixture. If you're adding in nuts or chocolate chips, this is the time to add it in. Make sure to fold in the added bits instead of vigorously mixing.
5. Bake for 50-60 minutes or until a toothpick comes out clean.
6. Let the pan cool for 5 minutes. Enjoy!

Ingredients from the garden: zucchini

Servings: 3-4

Time: 60-70 mins



In July, Calgary Stampede excitement kicked into high gear with our property teams and residents in Calgary, Alberta! From our western themed artwork to organizing special Stampede themed events and contests for our residents, we spared no effort in making sure everyone felt the true spirit of this iconic event.

Mayfair Place

Calgary, Alberta



In July, our amazing Mayfair Place team brought the Stampede spirit to life at Mayfair Place in Calgary, Alberta! They did a great job curating Stampede artwork in the community lobby, igniting excitement from residents and visitors for the annual Calgary Stampede.

The Carrington Stampede Breakfast

Calgary, Alberta



Stampede Colouring Contest Winners



Bonaventure Estates



Mayfair Place



Holyrood Square

Edmonton, Alberta

In July, the Holyrood Square team held a Taco & Ice Cream Bar Event in Edmonton, Alberta, and it was a was a HIT! Residents had a blast indulging in tasty treats while our amazing guest artist brought Buddy Holly, Elvis, and Johnny Cash back to life with incredible tributes!

White Oaks Apartments

Oakville, Ontario

In July, the White Oaks Apartments Team in Oakville, Ontario held a Green Gathering event bringing together residents in a fun and educational atmosphere, to share CAPREIT's conservation and sustainability practices, and promote proper recycling practices. The event inspired the community to be more mindful of waste reduction by featuring a yard sale, where residents could sell and exchange pre-loved items, making this event an all-around success for the environment and our community.



Park Royal Village

Mississauga, Ontario

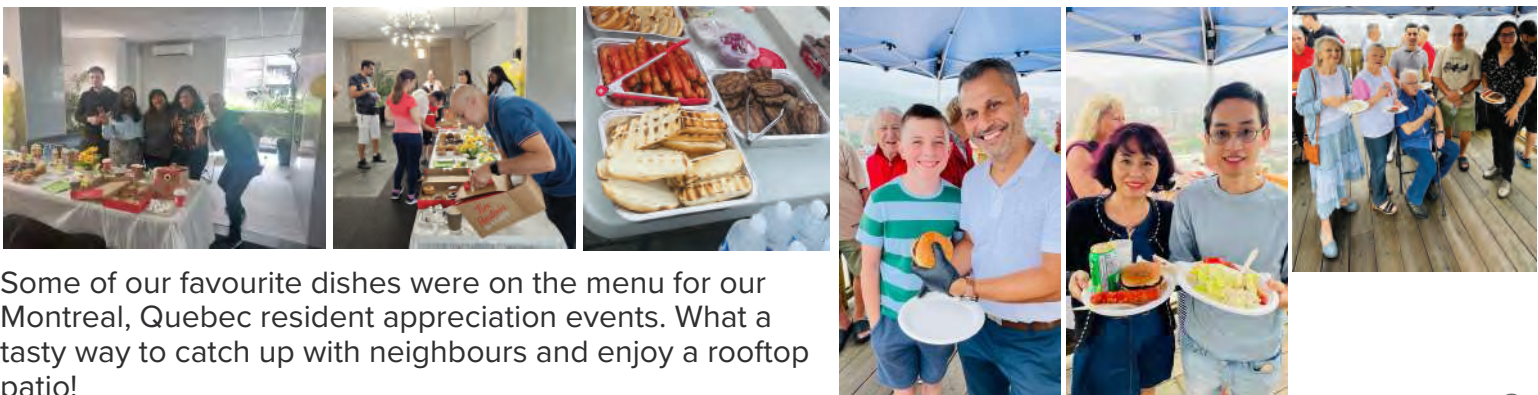
The Annual Sweet Summer Resident Event in July at Park Royal Village in Mississauga, Ontario was a huge success! Residents enjoyed sweet treats from the ice cream truck and got creative with face painting. The event featured energy-saving and recycling themed games that were educational and entertaining.

The engaging and fun-filled event perfectly captured the spirit of summer and fostered a strong sense of community.



Le Tadoussac and St-Norbert | Summer Resident Appreciation Event

Montréal, Québec



Some of our favourite dishes were on the menu for our Montreal, Quebec resident appreciation events. What a tasty way to catch up with neighbours and enjoy a rooftop patio!



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