

CAPREIT COMMUNITY

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CONNECTING RESIDENT COMMUNITIES ACROSS CANADA

Happy Holidays

Ask Mark Anything

*President & Chief Executive
Officer answers your
questions*

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*A Year in Review - Your
2023 Resident Experience*

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*Ten Essential Fire
Safety Tips for Your
CAPREIT Home this
Holiday Season*

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#BESTPLACETOLIVE



CANADIAN APARTMENT
PROPERTIES • REIT



Mark Kenney President & Chief Executive Officer

**HAPPY
HOLIDAYS!**

As we approach the close of another eventful year, the holiday season brings opportunity to pause, spend time with your loved ones, and reflect on the memories of the past year.

As our communities begin to transition into this festive period, I would like to extend our gratitude to our many amazing residents who make each of our communities so special, on behalf of the entire CAPREIT family.

This season serves as a poignant reminder of the significance of community and we wish you and your loved ones a joyous holiday season filled with peace, prosperity, and many more amazing memories in 2024.

Thank you for being an integral part of our CAPREIT family.

ASK MARK ANYTHING

WHY DOESN'T MY COMMUNITY HAVE MAINTENANCE OR A SUPERINTENDENT LIVING ON THE PROPERTY?

Many of our communities have shifted to a mobile maintenance model. This means that maintenance is more available to our residents and to maintain our communities with 24 hours a day, 7 day a week service. The shift emerged as a result of comprehensive research and the successful implementation of pilot programs. The mobile maintenance model is designed to optimize efficiency and effectiveness by deploying a specialized team of maintenance experts who attend to the diverse service and maintenance requirements of our residents.

Here's how this model can benefit your community:

Timely and Efficient Service:

Residents benefit from quicker responses to maintenance requests, with no down-time due to vacation or illness. This approach ensures a dedicated and responsive support system that operates proactively around the clock, offering timely solutions to address any arising concerns or needs within the community.

Reduced Wait Times and Improved Communication

The streamlined process and dedicated team mean residents experience reduced wait times for maintenance requests and clearer communication regarding the status of their requests.

Quality Expertise and Solutions

Through a dedicated team focusing solely on maintenance, there's a higher likelihood of consistent service quality across our communities. This model also aligns skill sets with specific job requirements, ensuring we have the right professionals available for tasks such as plumbing, painting, and other specialized needs as they arise.

Proactive Maintenance Approach

By leveraging data-driven insights, the maintenance team can anticipate and address potential issues before they escalate, contributing to a more proactive approach to property upkeep.

Through this model, we aim to consistently uphold the standards of service excellence and resident satisfaction. Ultimately prioritizing resident comfort and furthering our goal of making our CAPREIT communities the best place to live.

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.

A YEAR IN REVIEW 2023

As the year draws to a close, we're honored to reflect on the meaningful journey we've undertaken together in 2023. This year has been marked by remarkable milestones and impactful moments that have significantly shaped our many communities across Canada. We're excited to share a comprehensive look at the initiatives, and key developments that capture our commitment to making our communities the best place to live.

ESG INITIATIVES



BOMA BEST Re-Certification

Now two-time BOMA BEST Best Silver certification for CAPREIT's 460 Brant Street, Burlington, Ontario property. *We care about making our buildings sustainable.*

Electric Vehicle Charging

We launched our pilot project for electric vehicle (EV) charging. Installing 52 level-2 chargers across 26 CAPREIT properties across Canada.

AWARDS



Investors Property Owners Association of Nova Scotia Innovation & Excellence Award (IPOANS)

Pillar of the Community Award | Jennifer Bateman | Associate Director of Operations

Calgary Residential Rental Association Award

Landlord of the Year Award
Community Service Award
Tenant Experience Award | Tammy Christensen | Property Specialist, Mayfair Place | Calgary, Alberta

Canadian Federation of Apartment Association Award

Renovation of the Year Award | Knightsbridge Kings Cross Apartments in Brampton, Ontario

AFFORDABILITY AND RESIDENT CARE

CAPREIT is dedicated to fostering housing affordability while prioritizing resident care and support across our properties.



DID YOU KNOW?

*A majority of our rental units are affordable, according to CMHC guidelines.

47 CAPREIT also partnered with Social Housing Agencies in 2023

NEW COMMUNITY OFFERINGS



CAPREIT Resident Bill of Rights

CAPREIT's new Resident Bill of Rights outlines residents' choices, expected respect, and access to services for feedback and issue escalation within CAPREIT's multi-family residential and leasehold properties.



New Resident Portal Features Credit Card Payments

Paying rent just got easier! Mastercard/Visa debit and credit card payment options are now available. Go to the Resident Portal and start today.

Education Awareness

Tenant Insurance Month

In June, CAPREIT launched its first Tenant Insurance Month - an educational campaign, aimed to underscore the significance of tenant insurance in our communities, providing protection and peace of mind to our valued residents.

Charitable Initiatives

Pathways to Education

Thanks to you - together, we were able to raise **OVER \$12,500** to help students across the country succeed this school year!

Growing Together | Community Partnerships

MicroHabitat Community Gardens | 4010 Lawrence, 10 Tuxedo, and 8 Park Vista in Toronto, Ontario, | Domaine Bellerive in Laval, Quebec.

Produced - **1300 pounds** of fresh produce and vibrant flowers
Surplus of 5896 servings of vegetables found its way to The Daily Bread Food Bank
400 meals were donated to the Breakfast Club of Canada

Three Towers Community Garden | Knightsbridge Kings Cross, Brampton, Ontario, in *partnership with Ecosource, and the Toronto and Region Conservation Authority.*

A hub for sustainable urban agriculture, environmental education, fostering a sense of community and promoting sustainability.



CAPREIT's First Community Sponsorship Event

In June, CAPREIT partnered with the Luminato Festival Toronto, to bring a Walk with Amal to the Knightsbridge Kings Cross community. The event exceeded all expectations, leaving an indelible mark on the community and everyone involved!

A Season of Growth

CAPREIT's MicroHabitat Urban Gardens, located at 4010 Lawrence, 10 Tuxedo, and 8 Park Vista in Toronto, Ontario, and Domaine Bellerive in Laval, Quebec have wrapped up another fruitful season.



4010 Lawrence | Toronto, Ontario



10 Tuxedo | Toronto, Ontario



8 Park Vista | Toronto, Ontario



Domaine Bellerive | Laval, Quebec



We are so proud that this initiative continues to yield not just fresh produce but also a sense of togetherness and support amongst our residents and local community. The collective efforts of our urban farming communities have resulted in an impressive 1300 pounds of fresh produce and vibrant flowers.

This successful harvest allowed us to support our residents and help local communities in need. The surplus of 5896 servings of vegetables found its way to The Daily Bread Food Bank, supporting families and individuals in times of need.

Additionally, 400 meals were donated to the Breakfast Club of Canada, contributing to a wider initiative of providing nourishment to those who require it most.

We are proud to share CAPREIT's commitment to sustainability, community engagement, and social responsibility. We're excited to continue our efforts, offering more programs that promote health, wellness, and a strong sense of community to our residents.

We look forward to sharing more from our growing initiatives next season!



Ten Essential Fire Safety Tips for Your CAPREIT Home this Holiday Season

1

CHECK SMOKE ALARMS AND CARBON MONOXIDE DETECTORS

It's a great time to check your smoke alarms. Make sure the alarms and carbon monoxide detector are in working order (test using test button). Please follow manufacturer's instructions.

2

INSPECT HOLIDAY LIGHTS

Before placing lights on the tree or around windows, check the cords closely and discard any sets that are frayed or damaged.

3

BE MINDFUL OF SPACE HEATERS

Keep space heaters at least four to six feet away from anything flammable. Ensure they are placed on a flat, stable surface and never leave them unattended.

4

BE CANDLE SAFE

Consider using flameless candles or LED alternatives to reduce fire risks. Always extinguish candles and turn off holiday lights before leaving home or going to bed.

5

DON'T OVERLOAD OUTLETS

Spread out decorations and avoid overloading outlets to prevent electrical fires. Use extension cords wisely and follow manufacturer guidelines.

6

HAVE PEACE-OF-MIND WITH TENANT INSURANCE

Being prepared is always a good idea - and that includes a safeguard to keep you protected in the event of an unexpected event resulting in property damage or injury. Having a valid tenant insurance policy, may also protect you from liability that may arise. If you are not insured, ask your Management Office for details.

7

CREATE AN EMERGENCY PLAN

Develop and practice a home escape plan with all members of the household. If an emergency occurs, make sure to help young children, or anyone else that may need assistance. Once outside, call 911. Need help with a plan? Ask your building Management Team for assistance.

8

KEEP COOKING AREAS CLEAR

Avoid leaving the stove unattended while cooking. Keep flammable items away from the stove and maintain a clear space around cooking areas.

9

STORE FLAMMABLE ITEMS SAFELY

Lighters and matches can be deadly in the hands of children. Even if you have only one lighter or a book of matches, always keep them out of reach.

10

DRINK RESPONSIBLY

During celebrations, remember to enjoy responsibly. Be considerate to each other and prioritize safety while having fun.



Holyrood Square | Holiday Market Edmonton, Alberta

The Holyrood Square community came together this holiday season, to host a Holiday Market! The Market showcased a delightful array of offerings, from delectable homemade perogies to Tupperware, Epicure delights, Christmas crafts, homemade cards, and the exquisite art and vintage treasures from Elle Richmann Artistry and Boutique on 101 Ave. The turnout was phenomenal, resulting in the community raising over \$250. These funds will go towards their Christmas hampers for local charities.

Pine Tree Village

Moncton, New Brunswick

The Pine Tree Village community had an enchanting day in November, as Santa Claus and Mrs. Claus stopped by to see our young residents. Before the visit, Santa's Magical Yoga Elves adorned the center before the grand entrance. Each child received gifts with many participating in a lively cookie decorating contest, and enjoyed festive colouring activities. It marked the second year of this fun-filled visit. In addition, the Pine Tree team organized a raffle, raising \$80, which was gifted to a Pine Tree Village family. A heartfelt thank you to Santa, Mrs. Claus, and the Magical Yoga Elves for spreading such wonderful holiday cheer throughout this community.



A Visit from Santa



Grand Cove | Christmas Planter Workshop Grand Bend, Ontario

This month, The Grand Cove property team organized a festive Christmas Planter Workshop in partnership with the Westland Greenhouse, a local venue owned by Anita VanAndrichem. This event was attended by members of the community and they were presented with a selection of three unique planters to create. The event was a huge success, and residents enjoyed showcasing their holiday season creativity.



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