

CAPREIT COMMUNITY

ISSUE 1 | 2024
www.capreit.ca

CONNECTING RESIDENT COMMUNITIES ACROSS CANADA

Ask Mark Anything

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Officer answers your
questions*

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#BESTPLACETOLIVE



CANADIAN APARTMENT
PROPERTIES • REIT

ASK MARK ANYTHING

Mark Kenney President & Chief Executive Officer



Our 'Ask Mark Anything' segment tackles your pressing questions and concerns about life in our communities. In this edition, we're focusing on CAPREIT's privacy protocols and harassment policy.

What does CAPREIT's harassment policy entail?

CAPREIT maintains a strict harassment policy with zero tolerance for violence and bullying. This policy applies to both residents, who deserve the peaceful enjoyment of their homes, and our valued staff members, who are entitled to a workplace free from harassment and violence.

What does CAPREIT consider harassment?

Harassment encompasses any verbal or physical conduct intended to threaten, intimidate, or coerce. Examples include offensive emails, text messages, or social media content, unwanted jokes or banter, verbal abuse, racial remarks, and vandalism of community property.

What does CAPREIT mean when it uses the term 'bullying'?

Bullying is a persistent pattern of mistreatment causing physical or emotional harm. This can involve verbal, nonverbal, psychological, and physical abuse, as well as spreading rumours or undermining another person's work.

We urge all residents to refrain from engaging in any behavior intended to harass, bully, or intimidate others within our community. Making remarks based on race is strictly prohibited and will not be tolerated.

How does CAPREIT address reports of harassment or bullying?

CAPREIT takes all reports of harassment, bullying, or intimidation seriously and promptly investigates each case. If you are experiencing harassment from another resident or staff member, we urge you to report it immediately to our management team. We have clear policies and procedures in place to address these issues swiftly and effectively.

Can CAPREIT share information about other residents during investigations?

While we are committed to investigating and resolving disputes, we also uphold the privacy rights of all our residents. This means that we cannot share private information about other residents involved in a dispute. Our team is here to listen to your concerns, investigate thoroughly, and work towards a resolution while respecting everyone's privacy.

Your safety and comfort within our community are our top priorities. If you ever have questions about our privacy protocols, harassment policy, or any other concerns, please contact your management team.

NEW RESIDENT PORTAL FEATURE

Introducing Visa and Mastercard Credit & Debit Card Payments

Pay your rent conveniently from anywhere with internet



Secure Transactions—Your personal information stays safe with our trusted payment processor.

On-Time Payments— Pay rent with ease using your Mastercard/Visa credit or debit card.

Instant Crediting— No more waiting—your payment is credited to your account instantly!

Convenience at Your Fingertips— Just like our service requests, pay from your phone or computer.

Earn Credit Card Points— Rack up those points while taking care of rent!

Ready to get started? It's simple!

- Log onto the Resident Portal.
- Look for the new payment module.
- Access our How-To Guide for any questions.

Introducing the Newest Members of Our CAPREIT Family

We are thrilled to extend our warmest welcome to the newest additions to our CAPREIT family.

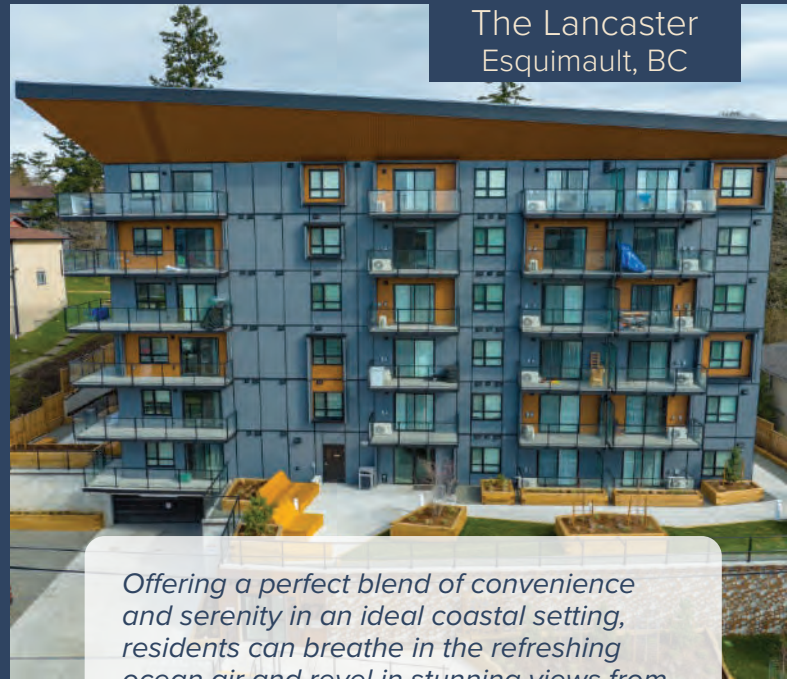
As we expand our communities across Canada with the acquisition of new properties, we look forward to connecting with our new residents, and maintaining the highest standard of residential living.

Hub Place
Vancouver, BC



Hub Place offers the best of modern living with quality finishes and in-suite laundry. Residents will also find many conveniences like EV charging and a bike repair room.

The Lancaster
Esquimault, BC



Offering a perfect blend of convenience and serenity in an ideal coastal setting, residents can breathe in the refreshing ocean air and revel in stunning views from the comfort of your own private balcony.

Parque on Park
Langley, BC



Against the backdrop of breath-taking mountain views, the Parque on Park community embraces community wellness. Residents can enjoy our state-of-the-art fitness center, private rooftop pickleball court, a captivating rooftop sanctuary, featuring barbecue stations, a cozy firepit, and abundant seating.

WATCH NOW: Conservation and Sustainability Video Series



CAPREIT remains committed to sustainability and conservation. From electric vehicle charging stations to urban agriculture and solar energy, our dedication to responsible business practices establishes our communities as the best place to live.

In our five-part video series, our team shares insights on how sustainability and conservation remain top of mind at CAPREIT and speaks to our commitment to make green investments that will positively impact the futures of our communities and residents.

Part 1 – Responsible Business, Sustainable Future

Part 4 – Fostering Sustainable Community Partnerships

Part 2 – Recharging the Future: Electric Vehicle Charging Stations

Part 5 – Harnessing the Power of the Future | Solar Energy

Part 3 – Cultivating Change with Urban Agriculture

Responsible Recycling and Garbage Disposal Tips

Responsible recycling and garbage disposal practices are important when living in a shared community, and should be practiced year round. As we eagerly anticipate the arrival of spring, it's the perfect time to share some helpful tips and reminders as we set out to refresh our living spaces.

Decluttering Balconies and Ensuring Clear Fire Exits

As you spruce up your balcony for the spring season, remember to declutter and organize. Keep walkways clear to ensure easy access to fire exits in case of emergencies. Let's create a safe and welcoming spaces, while also prioritizing safety.

Know Your Recycling Guidelines

Take a moment to familiarize yourself with the recycling guidelines provided by your city and your CAPREIT community. This will help ensure that you are sorting your recyclables correctly and doing your part to reduce waste.

Garbage Chute Use

All household garbage items must be placed in a garbage bag before placing them down the garbage chute.

Bulk Garbage Disposal

For all bulk garbage materials, please utilize the designated bulk disposal areas in your community. This ensures that these items are properly discarded and helps maintain the cleanliness of your CAPREIT community.



Lithium-ion Battery Safety

Lithium-ion batteries power many devices we use daily, from smartphones and laptops to e-scooters and e-bikes. The importance of understanding and practicing lithium-ion battery safety is an important aspect of fire safety. At CAPREIT, we know that prevention is key to reduce the risk of fire in your home.

Did you Know?

These batteries store a significant amount of energy in a compact space and incorrect use or damage can lead to fires or explosions. Using batteries not designed for a specific device can be dangerous. Defective batteries, though rare, can overheat, catch fire, or explode.

Safety Tips

- Store batteries at room temperature. **DO NOT store Lithium-ion batteries power devices on your balcony**, to avoid extremes of heat or cold.
- Purchase devices listed by a qualified testing laboratory.
- Always adhere to the manufacturer's instructions.
- Use only the battery designed for the device.
- Insert batteries correctly into the device.
- Utilize the provided charging cord; avoid substitutes.
- Do not charge devices on beds, couches, or under pillows.
- Cease charging when the device or battery reaches full charge.
- Keep batteries away from potential fire hazards.

Signs of a Problem

- Unusual odor, color change, excessive heat, altered shape, leaks, or strange noises.
- If safe to do so, move the device away from potential fire hazards and call 9-1-1.



Battery Disposal

- Do not dispose of lithium-ion batteries in the trash.
- Recycling is the best option; find a battery recycling location or contact your community for guidance.
- Do not pile discarded batteries on top of each other.

Charging an E-Bike

- Charge in a flat, dry area away from children, direct sunlight, balconies, liquids, and tripping hazards.
- Ensure the location minimizes the risk of the e-bike falling.

Valentine's Day Candy Heart Contests

Congratulations to the winners of our Valentine's Day Candy Heart Contests at our Alberta and British Columbia properties. We absolutely love the community spirit and enthusiasm shown by our residents. Cheers to your sweet success!



Bonaventure Estates
Calgary, Alberta



Carlton Park Gardens & Dolphin Square
Richmond, British Columbia



Vista Towers
Calgary, Alberta



Garneau Tower
Edmonton, Alberta



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