

CAPREIT COMMUNITY

ISSUE 3 | 2025
www.capreit.ca

CONNECTING RESIDENT COMMUNITIES ACROSS CANADA

Ask Mark Anything

*President & Chief Executive
Officer answers your
questions*

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*Introducing the Newest
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#BESTPLACETOLIVE



CANADIAN APARTMENT
PROPERTIES • REIT

Mark Kenney President & Chief Executive Officer



As micromobility devices become more common, residents have raised important questions about how e-bikes and e-scooters fit into our residential buildings. CEO Mark Kenney addresses key concerns around safety, battery risks, and building policies.

What are the safety concerns with e-bikes and e-scooters in residential buildings?

The primary concern is fire risk. Most e-bikes and e-scooters use lithium-ion batteries, which can pose hazards if damaged or improperly charged and stored. While fires linked to these batteries are still relatively low, we will continue to take a cautious approach to how these devices are managed on our properties and immediately comply with local bylaws and changes to provincial tenancy requirements.

Can residents store or charge e-bikes and e-scooters inside their units?

While we understand that some residents may own these devices, we strongly discourage charging or storing them inside units due to the potential safety risks. We ask all residents to follow manufacturer guidelines and city regulations when it comes to storage and charging.

Want to learn more?

Be sure to read our latest article on micromobility safety and lithium-ion battery fire prevention, for practical tips for safe usage in your CAPREIT community on [page 4](#).

Have a question you'd like to see featured in our newsletter? We'd love to hear from you! [Submit your questions to goodnews@capreit.net](#). If you prefer to remain anonymous, please let us know when submitting.

Are visitors or delivery personnel allowed to bring e-bikes or e-scooters into the building?

No. For safety and operational reasons, visitors and delivery personnel are not permitted to bring e-bikes or e-scooters into elevators or through common areas. This helps reduce congestion and minimizes fire risk, especially in enclosed spaces, such as elevators.

Why can't residents store e-bikes in our bike rooms?

Providing safe, compliant storage for battery-powered devices requires specialized infrastructure, ventilation, fire suppression systems, and secure access. Until housing providers are provided guidance by municipalities or provincial regulators, we've chosen not to offer communal storage. We will continue to monitor best practices and innovations in this space as technology and safety protocols continue to evolve.

Celebrating Our Tenant Insurance Month Contest Winners

We are pleased to announce the winners of our Tenant Insurance Month Contest, hosted by Westland Express and Apollo Insurance.

Congratulations to the contest winners residing in the following communities:

- Sentinel Apartments, Victoria, BC
- Fraser Place Apartments, Richmond, BC
- Yonge Eglinton Apartments, Toronto, ON
- The Welsford Apartments, Halifax, NS

Tenant insurance plays a vital role in protecting residents' belongings and providing peace of mind in the event of unexpected incidents. We encourage all residents to explore coverage options and ensure they're protected.

Thank you to everyone who participated. Don't forget to email your proof of insurance to tenantinsurance@capreit.net or provide a physical copy to your Management Office. For questions, contact our Tenant Insurance team at [416-354-0120](tel:416-354-0120) or tenantinsurance@capreit.net.

Happy Back to School

As the school year begins, CAPREIT extends its warmest wishes to all student residents. Whether you're starting kindergarten, entering high school, or continuing post-secondary studies, this season marks a fresh opportunity to grow, learn, and thrive.

Tips to Make the Most of the School Year Ahead

Set Up a Dedicated Study Space

A quiet, organized area at home can make a big difference in your focus and productivity. Whether it's a desk in your bedroom or a cozy corner in the living room, consistency helps build strong study habits.

Use On-Site or Nearby Amenities

Some CAPREIT buildings include lounges, libraries, or quiet common areas. These are great spaces to read, write, or prep for exams. If your building doesn't have one, nearby public libraries or community centres can offer the same benefits.

Stick to a Routine

Residential life often has a natural rhythm. Align your study schedule with quieter times in your building to maximize concentration and minimize distractions.



Connect with Fellow Residents

Many CAPREIT communities are home to students of all ages. A friendly chat in the hallway could lead to study groups, shared resources, or even a new friendship.

Stay Organized

Keep your school supplies, books, and tech gear in one place. A tidy space helps reduce stress and keeps you ready for whatever the school day brings.

Stay Safe, Think About Your Commute

Allow extra time for your morning commute to avoid peak elevator congestion. If you are walking to school, stick to well-lit sidewalks and marked crosswalks, keeping phones and earbuds stowed to maintain awareness. Whenever possible, walk with peers for increased visibility and safety.



Introducing the Newest Members of Our CAPREIT Family

We are proud to announce the newest additions to the CAPREIT family, each one a unique reflection of the vibrant cities they call home. These communities represent our continued commitment to providing exceptional living experiences across Canada.



AVA | Montréal, QC

AVA brings bold design and creative energy to Montréal's residential landscape, offering a dynamic living experience in a city known for its culture and flair.

British Columbia



Stephen Court | Vancouver

Stephen Court provides a peaceful retreat in the city, combining cozy sophistication with proximity to the beach and Vancouver's vibrant downtown.



Hollyhill Towers | West Vancouver

Perched above the city in one of West Vancouver's most scenic enclaves, Hollyhill Towers is a peaceful retreat where nature, comfort, and community come together.



The Twelve 81 | Vancouver

The Twelve81 lives in the balance where heritage character, meets spacious design, and your apartment moves the rhythm of Vancouver's West End.

In the heart of Greens on Gardiner, Sterling Manor redefines Regina's east-end rental living as a place where families and professionals can thrive.



Sterling Manor | Regina, SK

At CAPREIT, we believe that a home is more than just a place, it's where connection, care, and community come to life.

Our dedicated teams are excited to meet our residents, foster meaningful relationships, and support the growth of these vibrant communities.

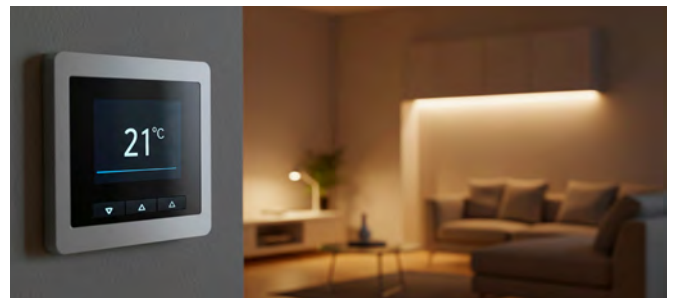
Fall Is Here | What to Expect This Season



As we move into the cooler months, it's a good time to check in on a few seasonal updates that may affect your building and community. We're here to support you through every season. If you have questions, please contact your property management team directly. Here's what to keep in mind this time of year.

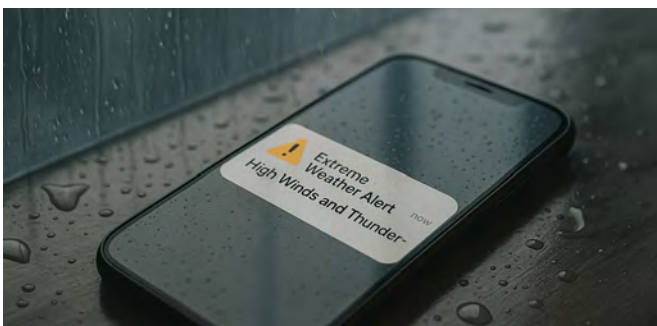
Shoulder Season: Heating & Cooling

With fluctuating temperatures typical of shoulder season, building systems may begin transitioning from air conditioning to heating. Please listen for announcements from your building management regarding timing and any temporary service adjustments. If you notice any irregularities with your unit's climate control, kindly report them through the Resident Portal.



Weather Advisory: Flood Risk in Select Regions

Communities in coastal or low-lying regions may experience increased rainfall and potential flooding during this time of year. We encourage everyone to stay informed via local weather alerts. It's also a good time to review your tenant insurance coverage to ensure it's up to date and provides adequate protection in the event of weather-related damage or loss.



Service Requests: Use the Resident Portal

For any maintenance or service needs, please submit your request through CAPREIT's Resident Portal. This remains the most efficient and transparent way for our team to track, respond to, and communicate about your request. It also ensures you receive timely updates and resolution.



Micromobility: CAPREIT's Safety First Approach

From October 5–11, the National Fire Protection Association spotlights a vital fire-safety theme: “Charge into Fire Safety™: Lithium-Ion Batteries in Your Home.” Lithium-ion cells power the e-bikes and e-scooters that have become familiar sights in cities across Canada and throughout our CAPREIT communities. While these eco-friendly rides offer convenient mobility, their growing presence also brings new challenges for safely charging, storing and maintaining batteries in residential settings.

The Fire Risk You Can't Ignore

Most e-bikes and e-scooters are powered by lithium-ion batteries. They are compact, efficient, and powerful, but also carry risks. If damaged, overcharged, or exposed to heat, these batteries can ignite and cause fires that are difficult to extinguish.

Fire departments across the country have raised concerns about lithium-ion batteries. In multi-unit residential buildings, like our CAPREIT communities, even a small fire can lead to widespread damage, evacuation, and serious injury.



- Avoid charging e-bikes or e-scooters inside your unit.
- Do not leave batteries unattended while charging.
- Use only manufacturer-approved chargers and cables.
- If a battery appears damaged, leaking, swollen, or emitting heat or odour, dispose of it properly at a municipal drop-off depot.
- While we recognize that some residents own these devices, we strongly discourage storing them inside units due to fire risk.
- E-bikes and e-scooters must not be stored in hallways, stairwells, lobbies, or amenity spaces.

Elevator Use with E-Bikes and E-Scooters

Residents transporting e-bikes or e-scooters must only enter the elevator if it is empty. If other residents are present, please wait for the next available elevator to ensure comfort, safety, and accessibility for all.

Elevator Access for Visitors or Deliveries

Visitors and delivery personnel are not permitted to bring e-bikes or e-scooters into elevators or through common areas. These devices must be parked outside the building in accordance with local bylaws.

Why We Don't Offer E-Bike Storage

Providing safe, compliant storage for battery-powered devices requires specialized infrastructure, ventilation systems, fire suppression, and secure access. Until housing providers are provided guidance by municipalities or provincial regulators, we've chosen not to offer communal storage for e-bikes and e-scooters.

We continue to monitor industry developments and municipal pilot programs exploring safe micromobility storage solutions. As technology and safety protocols evolve, we'll revisit this issue with resident safety as our

Shared Spaces, Shared Responsibility

Micromobility is here to stay, but it must be managed responsibly. By following safety guidelines and respecting your community regulations, residents can enjoy the benefits of e-bikes and e-scooters without compromising the wellbeing of others.

For more information, visit your city's transportation safety website, speak with your community management team, or explore the NFPA's Fire Prevention Week resources: <https://www.nfpa.org/events/fire-prevention-week..>



Halloween Safety Tips for Families in Apartments

As Halloween approaches, it's time for witches, goblins, and superheroes to take to the streets. While Halloween in Canada is an exciting time, ensuring a safe and fun experience for all is essential.

We've compiled these Halloween safety tips to help parents, children, and even pets stay safe while enjoying the spooky festivities.

Top 10 Halloween Safety Tips for Families in Urban and Apartment Settings

Costume Safety

Choose flame-resistant costumes and avoid long, flowing fabrics that can trip kids up or get caught in doors and escalators.

Reflective Gear

Attach reflective patches to costumes and use glow-in-the-dark bags or accessories to make kids visible to drivers and cyclists.

Buddy System

Always trick-or-treat in groups. If your child is old enough to go without an adult, set a route and time to check in.



Apartment Protocol

In buildings, only approach apartments with Halloween decorations. Never enter anyone's apartment, even if invited.

Elevator Safety

If your building has elevators, teach children how to use them safely and to wait for others before getting off on a floor.

Stay on Sidewalks

Stick to the sidewalks and avoid jaywalking. Use crosswalks and stay aware of city traffic.

Use Phones

Equip kids with a cell phone or smartwatch for easy communication and location tracking.

Be Mindful of Decorations

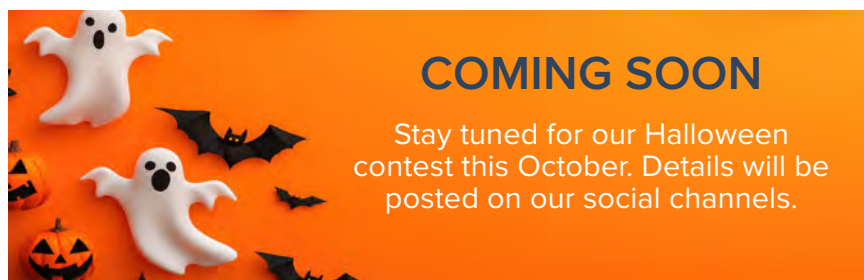
Watch out for tripping hazards like wires, pumpkins, and low-hanging decorations in hallways or stairwells.

Plan Your Route

Stick to well-populated areas, and avoid alleyways or side streets that might be dimly lit or secluded.

Limit Candy

Inspect all candy and treats for tampering. Avoid homemade items unless from someone you know well.



CAPGIVING 2024

GIVING BACK, TOGETHER

National Organizations

Food Banks Canada • Orange Shirt Society

British Columbia

Habitat for Humanity Greater Vancouver

Alberta

Brown Bagging for Calgary's Kids • Leftovers

Saskatchewan

REACH Regina

Ontario

FoodShare Toronto

Quebec

Dans la rue • Le Chaînon

Nova Scotia

Hope Blooms • Shelter Nova Scotia

At CAPREIT, giving back is woven into the fabric of who we are. Through our CAPGiving initiative, we proudly support causes that matter most to our residents, employees, and communities across Canada.

In 2024, CAPGiving raised a total of \$275,000, with \$150,150 contributed through our Keys for Impact campaign, an initiative that transforms every new lease signed in November and December into a meaningful donation. Every key handed over became a symbol of hope, unlocking support for organizations that uplift, nourish, and empower.

Thanks to this collective effort, we were able to support a wide range of charities from coast to coast.

2024 TOTAL
\$275,000

Keys for Impact campaign 2025

As we look ahead, we're excited to relaunch our Keys for Impact campaign this October. With every lease signed, we'll continue to turn everyday actions into extraordinary outcomes, building stronger communities, one key at a time.

The Maclaren | Edmonton, Alberta

We're still glowing from an incredible Canada Day. Our property team at Holyrood Square in Edmonton, Alberta came together with residents for an unforgettable celebration and raised almost \$900 for SMILE Yeg, a local charity that provides meals for those experiencing homelessness.

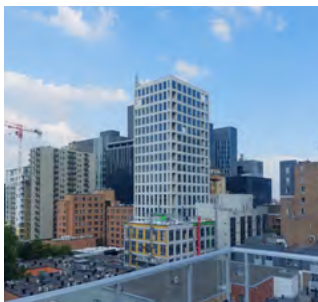
Thank you to all who joined and made the day truly special.

***Beaconwood Village Townhomes | Ottawa, Ontario***

In July, residents at Beaconwood Village in Ottawa, Ontario, beat the heat with a vibrant popsicle party! From music and games, to beautiful face painting, the atmosphere was full of smiles, sweet treats, and summer vibes. It was a perfect day to celebrate the season and connect with our wonderful community. Thank you for making Beaconwood Village a special place to call home.

B&C Apartments | Montreal, Québec

Back in July, our property team at the B&C hosted a rooftop summer cocktail party for residents. From refreshing cocktails to delicious summer spreads, this event was all about connection and community. We're proud to hear how much our residents appreciate the CAPREIT team's presence and service, your efforts truly make a difference.

**CAPture: Your Community, Through Your Lens**

Show Off Your View From Home And Get Featured On Our Social Channels!

3 EASY STEPS:

1. Post your photo with #CAPtore and #CAPtoreTheMoments
2. Tag @CAPREIT or send us a direct message
3. Upload your image to your property's Google Reviews page

Selected submissions will appear on Instagram, Facebook and X.



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