

Minto Resident's Handbook



beinspired

**We're glad to
have you here.**

minto.com

Welcome!

We are pleased that you have chosen to rent with Minto. We take pride in making your home a comfortable and enjoyable place for you to call home.

This handbook has been prepared to acquaint you with our company and procedures. You'll also find helpful hints on maintaining your home that will save you time and money. Please keep this book handy for future reference.

We look forward to serving you, and welcome your comments and suggestions. The importance of communication cannot be over-stated.

A handwritten signature in black ink, appearing to read 'Blair Spencer', with a stylized flourish at the end.

Blair Spencer

Director of Operations
Minto Apartments Limited
Residential Portfolio Management

Emergency Phone Numbers

Ambulance, Fire, Police

911

Doctor

Poison Control

Frequently Called Phone Numbers

Name

Telephone Number

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Our Company Philosophy

Our Goals:

- To provide quality residential and commercial accommodation to satisfy the needs of the marketplace;
- To better our reputation for quality, reliability and superior service through the creation of lasting, beneficial relationships with our clients, residents, suppliers and associates;
- To support and enhance the communities in which we operate;
- To strengthen and grow our business and generate significant value for our shareholders.

Our Guiding Principles:

- To conduct our business in an efficient and professional manner while maintaining the values and commitments of a family owned and operated enterprise;
- To advocate a healthy regard for the rights, interests, and property of others;
- To maintain acceptable standards in the appearance and physical condition of the properties we manage in order to instill a sense of community within each property we manage and a sense of pride in every one of our employees and customers;
- To encourage the personal growth and professional development of our employees through in-house training, continuing education, and career planning;
- To respect the cultural diversity of our society by maintaining a comfortable and enjoyable environment for all employees and residents, free from prejudice, discrimination and harassment.

Our Vision

Minto creates better places to inspire life.

Our Mission

Minto is dedicated to creating exceptional homes, communities and work places through continuous improvement in design, quality and customer experience.

PIPEDA

Minto's Commitment to Privacy and the Personal Information Protection and Electronic Documents Act (PIPEDA)

Minto is dedicated to providing you with superior service while protecting your privacy and safeguarding your personal information.

We prohibit the sale, transfer or sharing of personal information with third parties for any other purposes than those identified, without your consent, unless it is required by law. When we collect any new personal information from you, we will make you aware of the purpose(s) for collecting, using or disclosing the information and obtain your consent in an appropriate fashion consistent with the sensitivity of the information. If you wish to withdraw your consent for one or more purposes, or wish to update the information on your file, please notify the Minto Resident Service Centre serving you. Please note that this may limit our ability or prevent us from providing you with the products or services you desire.

If you need further information on Minto's privacy practices or you feel that your personal information has not been handled appropriately, please contact Minto's Chief Privacy Officer at:

Minto Group Inc.
Suite 200
180 Kent Street
Ottawa, Ontario
K1P 0B6

or by e-mail at communications@minto.com

Resident Service Centre

The care of your home and tenancy has been assigned to a Minto team composed of a Superintendent and Property Manager. All questions related to leases, rent payments and maintenance should be directed to your local office during regular business hours. When we are not open we provide 24 hour emergency service so there's always assistance available.

Reporting Maintenance Issues

When a request for service is made, please provide a detailed description of the service needed. You can do this by dropping off a written request in person, calling your Resident Service Centre, or by visiting us at *minto.com*. We ask for your co-operation in giving us permission to enter your home in your absence, as we cannot guarantee the time at which service representatives will arrive. Regular service calls will be made between 8:00 a.m. and 5:30 p.m., Monday to Friday. Please ensure that any pets are safeguarded in your absence.

Before calling for service, please refer to this handbook. We have included a number of common service related problems with simple checks and suggestions which may easily solve the problem and eliminate the need for a service call request.

In the majority of cases, non-emergency service call requests will be completed within two business days. In the event that the work cannot be completed within the prescribed time, we will call, explain the reason for the delay, and arrange for a time to complete the necessary work.

If your service call is not completed to your satisfaction, you have any comments, or you would like to commend a Minto representative on the work performed, please call your Resident Service Centre or visit *minto.com*. We appreciate your comments. We also provide comment cards after every visit to your home and encourage you to tell us how we are doing.

What to do in an Emergency

In the event of an emergency requiring police, the fire department or an ambulance... CALL 911.

This service is provided after regular office hours for the following Emergency Services only:

- No heat in the winter,
- A plumbing leak or sewer blockage which threatens damage to personal property or the premises,
- No electricity,
- Any condition which could be a fire hazard,
- Gas leaks or gas odours,
- Lock-outs,
- Refrigerator is out of order and the contents are in danger of spoiling,
- Excessive noise from a neighbour.

If you suspect criminal activity or witness an offense, please contact London Police Service at 519-661-5670 or 911.

About Your Tenancy Agreement

Tenancy Agreement

The Tenancy Agreement is a contract binding both parties to all its terms and conditions. Please read your Tenancy Agreement carefully. Should you have any questions about your Tenancy Agreement, please contact your Resident Service Centre.

Keys and Locks

Your key package contains at least two sets of keys to your home. Extra or replacement keys may be purchased at the Resident Service Centre. All keys are to be returned at the end of your tenancy.

In the event that you are locked out of your home, call or visit the Superintendent during regular office hours. Please note: For your protection, only the Leaseholder(s) can be permitted entry in the event of a lock out. Identification must be provided.

Your Tenancy Agreement does not permit the installation of additional locks or the alteration of existing locks without the written approval of Minto.

Insurance

An important obligation of your Tenancy Agreement is the requirement to carry sufficient and suitable tenant insurance for your own personal property, as well as public liability. In the event of an occurrence such as a fire or flood, regardless of whom is at fault, your furniture and other personal belongings, as well as any damage to neighbouring suites, are not covered by Minto; therefore, you must carry your own Tenant Insurance Package. Tenant Insurance Packages are not expensive - please protect yourself. The alternative could be devastating!

Occupancy

You must identify and register all individuals who live in your home. Only those residents named on your lease are permitted to occupy your home. If you wish to change the registered occupants, please contact your Resident Service Centre.

Telephone and Cable

All apartments and homes are equipped with at least one of each telephone and cablevision jacks. Residents must make their own arrangements for all connections, cancellations, and repairs. In the event of a telephone related repair, call Bell Canada at 611, and they will help you determine if the problem falls within their responsibility or yours. If the responsibility is deemed to be yours, you can select either Bell Canada or another approved wiring contractor to carry out the repairs at your expense. For the installation of any additional telephone and/or cablevision jacks, written approval must first be obtained from the Resident Service Centre. All costs incurred are the responsibility of the resident.

Renewals/Sublets/Assignments

Inquiries about the procedures for renewing, subletting or assigning your tenancy must be directed to your Resident Service Centre.

Transfers

All applications for transfers are subject to an inspection of your present home and a review of your rent payment history. Residents must be on a month to month tenancy at the time of application. You cannot transfer to another Minto home until your present lease expires. Any resident wishing to transfer to another Minto rental home should speak with a Rental Representative who will gladly assist you with your request.

Paying Your Rent

As stated in your Tenancy Agreement, rent is due on the first day of every month. To ensure prompt payment of your rent, you are encouraged to participate in our online banking program, and all future rental payments will be processed electronically without the need to issue and mail cheques. Please call your Resident Service Centre for further information.

Rent cheques and money orders, payable to Minto Apartments Limited may be dropped off at your Resident Service Centre. If mailing your payment, please allow at least five days before the rent due date to avoid late payments. In order to properly credit your rental account, your cheque must be clearly identified with your correct name and Minto address.

Late rent payments can result in an unfavourable credit rating, refusal of transfer requests, or early termination of your tenancy. Please make sure that your payment reaches us on or before the rent due date.

Accepted methods of payment include pre-authorized bank withdrawals, postdated cheques, money order/draft/certified cheque, monthly cheque and online banking.

School Support & Municipal Taxes

Part of your rent payment pays municipal and school taxes for your premises. Minto pays the taxes on your behalf; however, you are responsible for ensuring that the school taxes are directed to the Public, Separate or linguistic school board of your choice.

Assessment Notices are sent in November/December of each year. If you have received an Assessment Notice and your taxes are not being sent to the school board of your choice, complete the complaint section of the Notice. This is also the time to list changes to all occupants of your residence.

If you take occupancy after the notice has been sent, it will have been completed by the previous resident. In this event, contact the City of London Tax Department at 519-661-4500.

Parking Procedures

You may have been assigned one or more parking spaces. In order for us to control the parking areas, it is essential that you park only in the space(s) assigned to you. Your parking identification sticker(s) must be affixed to the front windshield of your vehicle, or wrapped in plastic and placed face up on your dashboard.

Underground parking is available in some buildings. Residents owning a vehicle are assigned a numbered spot. Smoking is not permitted in the underground parking areas.

Inquiries regarding rental or cancellation of additional parking space(s) are handled by your local Resident Service Centre.

Visitor's Parking

Overnight visitor's parking passes may be obtained from your Superintendent during regular office hours. You must provide the visitor's license plate number, make of vehicle, and state the length of the visit to obtain a pass. The pass must be displayed in the front window of the visitor's vehicle.

Visitors arriving after office hours may park without a pass for the first night, but must obtain a pass on the next business day if they intend to stay for another night. Vehicles illegally parked in visitor's parking may be ticketed or towed without notice at the owner's risk and expense.

For the convenience of all our residents and their guests, residents must not park in visitor's parking at any time.

Safety Precautions

Here are a few easy and inexpensive ways to help safeguard your home and your community.

General Safety

1. Report anything suspicious to the police first, and then to your local Superintendent.
2. Keep a light on in your home if you are out after dark, or install a timer to switch lights on and off.
3. Ask a friend to check on your home and to collect mail and papers while you are away. Notify the Superintendent, in writing, if you will be away for an extended period of time. Leave the name of a person to contact in the event of an emergency. Minto will not be responsible for checking your home during your absence.
4. Do not admit any strangers into the building or underground garage. All buildings have controlled entry to prevent uninvited guests from gaining access to the buildings.
5. Keep your apartment door and vehicle locked at all times, even when going to the garbage chute or laundry room.
6. Do not leave anything of value in your vehicle. Duffel bags, luggage and/or cassette cases openly in view inside your vehicle entice thieves to break in or vandalize your vehicle.
7. Encourage your children to practice safety precautions. Please do not leave bicycles or toys on sidewalks, in stairways or in hallways. For their own protection, children are not permitted to play or ride bicycles in parking lots or in driveways.
8. For children's safety, we recommend that they be closely supervised in recreational areas. Adult supervision is required when children visit the swimming pool.

9. No soliciting is allowed in or outside of the building. Call your Superintendent should you be approached.
10. All Minto service, construction and sub-trade personnel must present their contractor ID badges. Anyone who claims to be employed by Minto and is not wearing an ID badge should not be allowed into your apartment.

Fire Safety

1. Participate in fire drills and make sure that every member of your household is familiar with the emergency procedure. In apartments, Emergency Evacuation Plans are posted on each floor near the elevators. Residents who require assistance to evacuate are encouraged to register their name and telephone number with their local Superintendent.
2. Do not tamper with the fire alarms, smoke detectors or intercom systems in your apartment as this will effect the overall systems in the building AND you could be charged under the Fire Code legislation. Please report any malfunctions to your local Superintendent immediately.
3. Your home has been equipped with at least one battery or electrically operated smoke detector. For battery operated detectors, “beeps” will sound at short intervals if the battery needs replacing. Residents are responsible for replacing dead batteries. Should the smoke detector fail to operate for any other reason, contact the Superintendent. Please, for your safety, your family’s, and your neighbours’, NEVER disconnect your smoke detector.
4. For safety’s sake, natural Christmas trees are not permitted in apartment buildings or allowed to be kept on balconies.
5. By direction of the Fire Marshall, barbecues are not permitted on balconies.
6. Cigarette butts are not to be tossed over the balcony due to fire hazards.

Be Prepared

- Report any sign of damage or malfunction of fire alarms, emergency lighting, and sprinkler systems to the Building Superintendent.
- Never lock or block fire exits, doorways, halls, or stairways. Keep 'fire doors' closed to slow the spread of smoke or fire. Never prop fire doors open.
- Know the location of your building's fire alarms and learn how to use them.
- Post emergency and fire department numbers near all telephones.
- Learn your building's evacuation plan.
- Know at least two exits from your building.
- Count the doors between your apartment and the two nearest building exits. Knowing the number of doors to the nearest exit will assist you, should you need to escape in the dark by feeling your way along the wall.

Discovery of Fire

- When you discover a fire, sound the fire alarm, and call the Fire Department (911) giving details. Never assume this has already been done.
- If you must leave your suite or building, close all doors behind you. Leave the building via the nearest exit.
- DO NOT USE THE ELEVATOR(S).

Hearing the Alarm

- Touch the door, the knob, and the space between the door and its frame with the back of your hand. If the door is hot, use another escape route. If the door is cool, brace your shoulder against and open it cautiously.

- Check for sign of smoke or fire. Remember, smoke is very dangerous. A few breaths can cause unconsciousness. Crawl low under smoke. Heat and smoke rise; cleaner air will be near the floor.
- If the corridor is clear, leave the building via the nearest exit if you are able to do so. Close all doors behind you. TAKE YOUR KEYS.
- DO NOT USE THE ELEVATOR(S).
- If you encounter smoke or fire in your descent, use an alternative exit. If an alternative exit cannot be reached safely, either return to your suite or a neighbour's apartment.
- Once outside the building, stay out of the way of fire fighters. Tell the fire department if anyone is left in the building, and do not re-enter the building until you are told you may.

If You Are Unable to Leave

- If you are unable to leave your apartment due to smoke or fire conditions in the corridor or stairs, or due to a physical disability – call the Fire Department (911) and give your location, even if you can see fire trucks on the street below.
- A closed door can provide good protection against fire and smoke. Use wet towels, bed sheets or tape to seal cracks, mail slots, forced air vents, etc. to prevent smoke from seeping in.
- Move to the balcony. If there is no balcony, move to the most protected room, open windows, and close all doors.

- Signal your position from the window/balcony by waving a towel or sheet.
- Stay calm and wait to be rescued.

Portable Fire Extinguishers

- Never attempt to fight even a small fire until the Fire Department has been called and everybody has been evacuated.
- Portable fire extinguishers are only appropriate for small, contained fires, such as a fire in a wastebasket. Some extinguishers will not work on grease fires or electrical fires. Do not fight the fire if you are unsure about the type of extinguisher or how to use it, or if the fire is spreading or blocking your escape.

For further information, please call the Fire Prevention Division **519-661-4622**

Being a Good Neighbour

As a Courtesy to Neighbours Please...

- Ensure that parties do not become noisy or objectionable to other residents
- Keep stereos and televisions at a reasonable volume so that your neighbours are not disturbed
- Do not smoke in building lobbies, hallways, or other common areas
- Do not wear roller blades, in-line skates or use skateboards in the common areas of your building

If you have a complaint about a neighbour, please contact your local Superintendent. We also request that any verbal complaint be followed up with a letter to our Superintendent. This will assist us in the event that we must take further action.

Caring for Your Home

The following tips will help you maintain the interior, exterior and common areas of your home. Please note that residents are responsible for damage caused by abuse or neglect. For additional information, or for advice, call your local Superintendent.

INTERIOR

Appliances

Should any Minto supplied appliance fail to operate, please check that it is correctly plugged in and that the circuit breaker or fuses have not been tripped or blown before calling the Resident Service Centre. Do not attempt to fix the appliance yourself.

Refrigerator

All refrigerators are equipped with a thermostat control(s) to regulate the temperature inside the refrigerator and freezer. Some adjustment may be necessary to find the setting that suits you. The normal temperature setting is 5.

Stove

Should the stove or oven fail to work, check the fuses before calling for service. The fuse panel is located behind the front panel, under the oven door or behind the back burners. Make sure that you replace blown fuses with new fuses of the same amperage.

To reduce the risk of fire, clean grease and spilled food from the stove top and oven daily. Do not use aluminum foil on the bottom of the oven, on oven racks, or on pans under the stove top elements, as this can cause a short circuit.

Clean the exhaust fan filter regularly with hot soapy water and a brush to remove accumulated grease and dirt.

Washer / Dryer

Portable washers and/or dryers are not permitted in apartments. The plumbing is not designed to handle the drainage and will create back-ups in other apartments. Dryer vents are not available in apartments, and dryer use causes an excessive load on the electrical system.

Dishwasher

Should your home be equipped with a dishwasher, rinse dishes before loading so food won't clog the drain holes. For best results, do not overload the dishwasher, but do run the machine with a full load to save energy. Use dishwasher detergent only. Liquid soap or laundry detergent will cause the machine to overflow.

Bathroom Fixtures and Ceramic Tiles

To maintain the smooth finish on porcelain fixtures and ceramic tiles, use a gel or foam cleaner rather than an abrasive cleanser. Abrasive cleansers scratch the surface and make it increasingly difficult to clean.

A dripping tap wastes a tremendous amount of water and may damage the porcelain finish on sinks and tubs. Report this problem promptly to the Superintendent.

Wipe the tile walls in the tub enclosure after each shower to preserve the grouting and caulking. Contact your local Superintendent should the grouting or caulking begin to deteriorate.

Power Failure

Should the power fail, check the circuit breaker and fuse panel. If the circuit breaker has been tripped, check that you are not overloading a particular circuit by having too many electrical appliances operating on one circuit at the same time. Return the breaker to the ON position. Call your local Superintendent if the breaker returns to the OFF position.

Fuses

Residents are responsible for replacing burnt out fuses with fuses of the same amperage. Never attempt to correct the problem by using a fuse of a different amperage. Should the new fuse burn out immediately, please call your local Superintendent.

Utilities

We install light bulbs when you move in. The replacement of burnt out bulbs must not exceed the wattage printed on the fixture. We encourage the use of energy saving bulbs.

Carpets

Frequent vacuuming of your carpets is essential to maintain them, especially in heavy traffic areas. We suggest using a vacuum cleaner that has strong suction and an agitator brush.

Steam clean or shampoo carpets periodically to protect fibers. Remove spots promptly before they set. Contact a professional carpet cleaner for hard-to-treat stains. Never use cleaners that contain bleach, as they will damage the carpets.

Cushion and Tile

Daily sweeping of floors will remove surface dirt. The floor should be washed regularly with a cleaner and warm water. After washing, rinse floor thoroughly with clean, cold water. Plastic floor finishes are not permitted.

Hardwood

Regular dry mopping will help maintain the shine of your hardwood floors. Do not use self-polishing waxes or abrasive cleaners on hardwood floors. Spills should be wiped promptly to remove spots and marks.

Thermostat Control

Some apartments and homes are equipped with either wall mounted thermostats or controls on the baseboard. During the winter months, please ensure that the temperature is not set below 15°C (60°F). When you turn the thermostat down to the lowest setting, you may actually turn off the heat and risk pipes freezing which could cause extensive damage.

Kitchen Cupboards and Countertops

Cupboards and countertops should be wiped regularly with warm water and a non-abrasive, grease-cutting detergent. Do not cut or place hot pots or dishes directly on the countertop. Please wipe spills promptly to avoid staining the surface.

Plumbing

The plumbing system in your home can only handle the drainage for which it was designed. Portable washing machines, dryers or dishwashers are not permitted in apartments, as they create drainage back-ups in other apartments.

Do not flush any of the following down the sink or toilet: grease, lint, diapers, dental floss, sanitary napkins, tampon applicators, paint, food, paper towels or Q-Tips. Also, solid tank deodorizers are not to be used as they cause damage to the toilet mechanisms.

Please note that there is a minimum \$20 service charge to unblock sinks or toilets caused by neglect or misuse.

Windows

Windows must be kept shut during winter months to avoid pipes freezing. If damage is caused by leaving a window open, the resident will be charged for any damages that occur.

Closed windows should be locked to avoid rattling, breaking, and water seepage. Locking windows also improves security. Lever-operated windows must not be unhooked as they may slam shut and become damaged. Drain holes in the tracks of sliding windows should be checked and cleaned monthly to avoid water damage. Window locks have been installed for safety, please do not remove them.

Drapes may be used as insulators. During the winter, open your drapes to let the sunlight warm the air and to help prevent condensation. For safety's sake and energy efficiency, it is advisable to ensure that drapes stop three inches above baseboard heaters.

EXTERIOR

The following rules are designed to enhance the appearance of your community:

- 1.** We remove snow from most sidewalks, parking lots and driveways.
- 2.** Window coverings must be drapes or blinds. Coverings such as sheets, blankets, flags or aluminum foil are not acceptable.
- 3.** Exterior window sills should be kept clear. Any additions such as planter boxes must be approved by the Resident Service Centre.
- 4.** Balconies must not be used to hang clothing, or to store mops, brooms, rugs, bicycles, etc. Barbecues are not permitted on balconies.

- 5.** Minto does not permit carpet on the balconies (this includes glued carpets). Moisture and carpet glue deteriorates the concrete.
- 6.** Blinds, screens, and enclosures are not permitted on the balconies for insurance and safety reasons, in addition to preventing structural damage to the property.
- 7.** Residents are not allowed to shake out area rugs or mops off the balcony.
- 8.** Front lawns, all parking areas, and common areas such as sidewalks, stairways and halls are not to be cluttered by personal property.
- 9.** Signs, notices, etc. may not be publicly displayed inside or outside the home.
- 10.** Radio or television aerials, telephone or computer cables or wires, air conditioners, wall to wall carpeting, or permanent alterations, may not be installed in, on or about any part of the home, without the prior written authorization of Minto. Landscaping alterations also require prior written authorization.
- 11.** Any Resident owning a dog must follow the “Stoop and Scoop” Bylaw. Please also ensure that your dog is walked on a leash at all times. Cat owners should check with their local municipality regarding any applicable by-laws.
- 12.** No satellite dishes permitted. Please contact the Superintendent for information.

Common Areas

All common areas of the building are 'Non-Smoking.' Safety and Health regulations require footwear to be worn in all common areas including: entrances, lobbies, hallways, elevators, laundry rooms and garbage rooms. Cover-ups or shirts must be worn to and from the pool area. Boots, shoes, mats, or other items may not be left in the common hallways.

Recycling

Minto is proud to support recycling in all our communities. We provide for recycling of several different materials. Please contact your local Resident Service Centre for the location of the closest drop off in your community.

To help preserve and restore the environment, we must all make every effort to reduce the amount of waste we produce. We can start by reducing our consumption of products and reusing them whenever possible.

Join us by participating in these worthwhile programs. Help create a cleaner world now and for future generations.

Garbage Disposal

All garbage must be securely wrapped in a plastic bag before being dropped into the chute or placed in the containers provided. All wet garbage, liquids, boxes, glass and recyclables should be taken to the basement garbage room along with boxes and large items that could block the chute. Please recycle items in the appropriate bins provided. Garbage chute hours are 8:00 am to 10:00 pm.

Laundry Facilities

All apartments are equipped with laundry rooms with coin-operated washers and dryers. Please follow the instructions posted, and show consideration for others by leaving the machines and the laundry room clean and tidy.

Never leave your laundry unattended. Minto will not be responsible for damaged or stolen articles.

Laundry Room Hours of Operation

Monday to Saturday from 8:00 am - 9:00 pm

Sunday and holidays from 10:00 am - 9:00 pm

Recreation Programs & Facilities

Outdoor recreation

- Outdoor accessible swimming pool & courtyard
 - Walking paths, Gazebo and benches
 - Tennis courts
 - Shuffleboard
 - Garden Plots
-
- Indoor Community Centre - 190 Cherryhill Circle
 - Cherryhill Seniors Activity Club - located at 190 Cherryhill Circle

Vacating Your Home

When you are preparing to vacate, please ensure that you have given the appropriate Notice of Termination. Please leave your home in good condition, fit for immediate occupancy by a new resident.

A representative from the Resident Service Centre will inspect your home after you have given your notice and will advise you of any possible pending charges resulting from neglect or misuse. An inspection will also be conducted after you vacate to assess the final condition in which you left your home.

If you have made any alterations and/or additions to your home, you must restore the premises to the original condition, or you will be charged for this work. Any damage beyond reasonable wear and tear will also be billed to you. Please make every effort to restore the premises to the original condition before you leave.

All personal belongings must be removed when you leave. Anything found after you move will be donated to a registered charity and/or removed at your expense.

Thank you for coming home to Minto. If you have any suggestions or comments, please feel free to send them to my attention at the Head Office, or stop by any of our Resident Service Centres and drop them into our Suggestion Box. We are here to serve you.

A handwritten signature in black ink, appearing to read 'Blair Spencer', with a stylized flourish at the end.

Blair Spencer

Director of Operations
Minto Apartments Limited
Residential Portfolio Management