

SUMMER 2011

TORONTO



beinspired

LIVING

NEWS & EVENTS
FROM THE LIVING COMMUNITIES
OF MINTO

look inside:
spring tips!
we are here to serve you
communities
in bloom

letter from the vice president.

Spring is officially in bloom and with that comes plenty of excitement. At Minto, we are especially excited and focused on making your experience with us as favourable as possible. We are appreciative of your business and are very pleased that you have chosen Minto to be your home. We're glad to have you here!

In this edition of Minto Living we wanted to share with you spring tips, proper installations of air conditioners, recycling; what's new at Minto, bed bugs, resident barbecues dates, annual food drive recognition, requesting maintenance with your Minto team and the return of our garden contest! We also wanted to remind you to respect window restrictors for safety of children and pets. Window restrictors limit the amount that a window can be opened while still allowing for air flow into your home. If you do not have these on your windows or if they have been removed or tampered with, please contact your resident service centre to have them addressed. Further, we would like to remind you that window screens are not a safety device but are designed to keep bugs out. If you have any issues with them contact your resident service centre.

One of the greatest assets here at Minto is you — our residents. Without your feedback, we would never know what improvements to make. Every time you request work in your home, we leave a comment card letting you know we were in your home. This card gives you an opportunity to let us know how we met your expectations. We also have move-in and move-out surveys to gain a better understanding of your expectations. Finally, we use JD Power and associates to complete an independent annual customer satisfaction survey. Every one of your comments, positive and constructive, helps us to serve you better. I urge you to take the opportunity to communicate your thoughts to us.

Be sure to have a safe and happy summer!

Until next time,



Doug Brunson
Vice President

At Minto, we value the communication we share with our residents. We are also very conscious of the impact we leave on the environment. If you prefer to receive a copy of this newsletter via e-mail, please contact 416-614-7368 and register your e-mail address.



Resident BBQ's

Come out and enjoy a BBQ with fellow residents and Minto employees. Hot dogs, hamburgers (halal and vegetarian options available), French fries, coleslaw, beverages, and ice cream sandwiches will be served.

We would love to see you there to celebrate the summer season!



Wednesday, July 6 th	7 & 21 Richgrove	6:00 - 8:00pm
Thursday, July 7 th	Aquitaine	6:00 - 8:00pm
Wednesday, July 13 th	2 & 4 Hanover	6:00 - 8:00pm
Wednesday, July 27 th	150 Roehampton	5:30 - 7:30 pm
Tuesday, August 16 th	199 Upper Canada	6:00 - 8:00 pm
Wednesday, August 17 th	16 & 21 The Links	6:00 - 8:00 pm
Thursday, August 25 th	Leslie York Mills	6:00 - 8:00 pm

summer tips!

As the warm weather approaches we're all anxious to get out our seasonal furniture and household items. The sunny days are perfect for enjoying our balconies, gardens and the outdoor areas of our communities. We ask that you please remember to be respectful to your neighbours by remembering some quick spring/summer tips.

Parking Lots and Roadways (Child Safety)

In order to better help your children enjoy the green space in your community, please ensure that your children play only in safe areas such as the City Park. Parking lots and roadways are not areas in which children should be playing at any time.

Satellite Dishes

Minto has stringent guidelines for the safe installation of satellite dishes. For the safety and enjoyment of all residents installation criteria must be met on premises managed by Minto. Please note a satellite dish may not be mounted on a fence, roof or eaves, or exterior wall of windowsill. An "Agreement for the installation of a Satellite Dish" must be completed by the resident and the installation must be approved by Minto.

Air Conditioner

Should you need to install an air conditioner, please contact your local Resident Service Centre to arrange for the necessary inspection to ensure that the installation adheres to Minto's specifications in the interest of safety

of pedestrians. The installation of air conditioners is to be implemented ONLY upon the written consent from Minto Apartments Ltd. **Please note air conditioners in apartment buildings may only be permitted in a balcony window.**

If required, your Resident Service Centre can provide you with a copy of the installation guidelines.

Pets

Please comply with the "Stoop & Scoop" city by-law by picking up after your pet and discarding the waste appropriately. 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.

BBQ Safety

For safety reasons, barbecuing is not permitted on balconies. Lit barbecues must be at least 6 feet away from the wall if you have a yard. Open fires or pit fires are strictly not permitted.

Window Safety

To enhance your child's safety, please be reminded that fully open windows in apartment high-rises create the potential danger of children falling out of our windows. In window screens are not sufficient protection. If you have children living in, or visiting your suite, we highly recommend that you ensure that window safety restrictors are installed.

If you require assistance or need restrictors installed, please contact your Resident Service Centre.

Bed Bugs

Do not Overreact

Although bed bugs can be annoying, they can be battled safely and successfully if you adopt a well considered strategy. Make sure you identify your pest first. There are many other insects that bite and have similar symptoms therefore examine and make sure it is the right one you are treating.

Treat properly

When treating bed bug infested items, be careful not to mix them with non-infested items such as clothing as they can spread fast. (For example never replace the treated bed sheeting in the basket used to transport the infested sheets in the first place). Bed bugs can survive up to a year without a food source, so proper treatment and management will eliminate them.

Prevention

When taking a shower or bath do not exceed the water temperatures too high for it will irritate the skin more. Scratching when bitten will spread the irritation on the skin. Instead use calamine lotion or non-itch cream to treat it, as well as applying ice. Do not place furnishings really close to walls and crevices, for this helps the bed bug transportation system. Do not throw items on to the floor that leads to clutter.

Keep in mind, if you have any pest problems (bed bugs, ants, squirrels, skunks, cockroaches, rats, etc.) in your unit, **do not delay – call Minto Resident Services immediately.**

We will then get experts to assess the situation ASAP and determine the best methods to employ.

Do Not Overreact . Treat Properly . Prevention



Recycling Let us build our home greener

To keep our community environmentally friendly and keep our earth greener, let us make continuous efforts together to properly recycle all recyclable items.

To avoid contamination, please carefully follow the guide below to ensure that items are placed in the proper bin and in the correct manner

Glass | Metal | Plastic (Grey Bin)

All items must be clean and placed loose in the bin

- Metal cans
- Soft drink cans
- Aluminum containers
- Milk and juice cartons
- Glass bottles and jars (lids removed)
- Empty paint cans (lids removed)
- Plastic bottles, jars and jugs
- Drink boxes
- Tubs and tub lids
- Jar lids

Paper | Cardboard (Yellow Bin)

All items must be clean and placed loose in the bin

- Newspaper/flyers
- Magazines/catalogues
- Fine paper
- Detergent boxes
- Paper towel rolls
- Paper egg cartons, toilet paper
- Paper gift wrap, greeting cards
- Paper shopping bags or paper packaging
- Telephone books
- Pizza boxes
- Corrugated cardboard
- Books
- Cereal/cracker boxes

DO NOT place Styrofoam/Plastic bags/Plastic packaging in any recycling container.

we want to hear from you!

Please fill out your Resident Feedback Work Order Surveys and send them in the mail.

Filling out this survey is at no cost to you. The postage is pre-paid by Minto.



What's New!



Minto is building a new rental tower

We are happy to announce that 620 Martin Grove Road will be ready for occupancy in October 2011. This brand new rental building nestled in Richgrove Village is close to the 427, Eglington and many city parks. **A great place to call home!**

It offers:

- 236 brand new rental suites
- 204 designated affordable for ages 59+
- Air conditioning
- On-site fitness

To learn more about renting at Richgrove Village, call 416 669 4244, visit www.richgrovevillage.com or visit the leasing centre at 21 Richgrove Drive.

We are here to Serve You Reporting Maintenance Requests

When a request for service is made, please provide a detailed description of the service needed as this will assist us in helping you. You can do this by dropping off a written request in person, calling your Resident Service Centre, or 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 am and 5:00 pm, Monday to Friday. Please ensure that any pets are safeguarded in your absence.

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 with the prescribed time, we will call, explain the reason, and arrange for a time to complete the necessary work. If your service call is not completed to your satisfaction, you have comments, or you would like to commend a Minto Representative on the work performed, please let us know. We appreciate your comments. We also provide Resident feedback cards after every visit to your home and encourage you to tell us how we are doing.

Please call your Resident Service Centre or visit minto.com





Communities in Bloom

Will you have stunning sunflowers, beautiful begonias or gorgeous gerberas in your garden this summer?

To show our appreciation for your green thumb, we're holding our annual Garden Contest. We'll be looking for the best bloom in the city. You can nominate your own garden or any of your neighbour's gardens.

The Grand prize will be a \$100 American Express gift card!

Please send all nominations to:

Minto Living, c/o Minto Apartments Limited

1051 Baxter Road, Unit 22b, Ottawa, Ontario K2C 3P2

or email your submission with photos to: living@minto.com

Minto Residents and Employees Help Stock Food Bank Shelves

On April 15th Minto employees and resident volunteers spent their evening canvassing door-to-door in your community. We're proud of all of the volunteers, who joined the province-wide for the ninth annual Landlord Tenant Food drive that has been sponsored by the Federation of Rental Housing Providers of Ontario (FRPO) for the past 9 years.

By all accounts, the response from our residents was phenomenal. We went well beyond our goal of 10,000 lbs. Many thanks to our Minto employees, who volunteered their time to organize, coordinate and canvass the communities in which they work to assist in this event. And a BIG THANKS to our residents, who opened their hearts and cupboards to help restock the Food bank shelves for Ottawa, Toronto and London. Without you, this tremendously successful event would not have been possible!



Minto Welcomes a new LondonCommunity to call home!

On a blustery, snowy day in mid-March, Cherryhill Village was ceremonially passed from the Katz-Esam Group family to the Greenberg-Minto Group family.

Speeches and a cake-cutting ceremony marked the beginning of a new era for Cherryhill's 13 apartment buildings, mall and office building, which were sold to Minto Group in a deal that closed on March 1st.

The day was an opportunity for residents, shoppers and mall tenants to mingle in the food court, meet old friends and welcome new ones. "I'm not really saying good-bye; it's a passing of the torch. We're going to be around," said Harvey Katz, who managed and sold

“There’s a real sense of community ... it just felt like we were at home”



Cherryhill with his brother, Howard Katz. "I want to say a very big thanks to all of our residents, merchants, employees and all of the people we've come to know over the years." In an interview after the event, Katz said he and his family believed they had fulfilled the role they were intended to fulfill. "It's sad in one way for us because we absolutely loved the community, but it (the sale) was a recognition that our time was done. There's a sense of sadness, but there's also joy. We believe Minto Group can do a great job. We found the right people to take the community to the next level." Alan Greenberg of Minto Group said he was "really, really thrilled" that his family-owned company was selected to continue Sam Katz's legacy. "There's a real sense of community ... it just felt like we were at home. "We love the concept of creating a community where you won't have to leave, that will provide the different levels of services. This will continue to be your home and your community.





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|--|--|---|
| <p>1 2 and 4 Hanover Road
(905) 790-6022</p> | <p>6 37 Lord Seaton Road
(416) 644-1294</p> | <p>11 199 Upper Canada Drive
(416) 644-1294</p> |
| <p>2 2700 Aquitaine Avenue
(905) 458-6095</p> | <p>7 7 and 21 Richgrove Drive
(416) 244-2635</p> | <p>12 York Mills and Leslie
740 York Mills Road
(416) 444-0322</p> |
| <p>3 1229 Marlborough Court
(905) 901-0039</p> | <p>8 150 Roehampton Avenue
(416) 322-6210</p> | <p>13 Minto Yorkville
61 Yorkville Avenue
(416) 596-6161</p> |
| <p>4 High Park Village
65 High Park Avenue
(416) 507-7708</p> | <p>9 263 and 265 Russell Hill Road
(416) 926-8809</p> | |
| <p>5 177 Jameson Avenue
(416) 539-0453</p> | <p>10 16 and 24 The Links Road
(416) 644-1294</p> | |

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