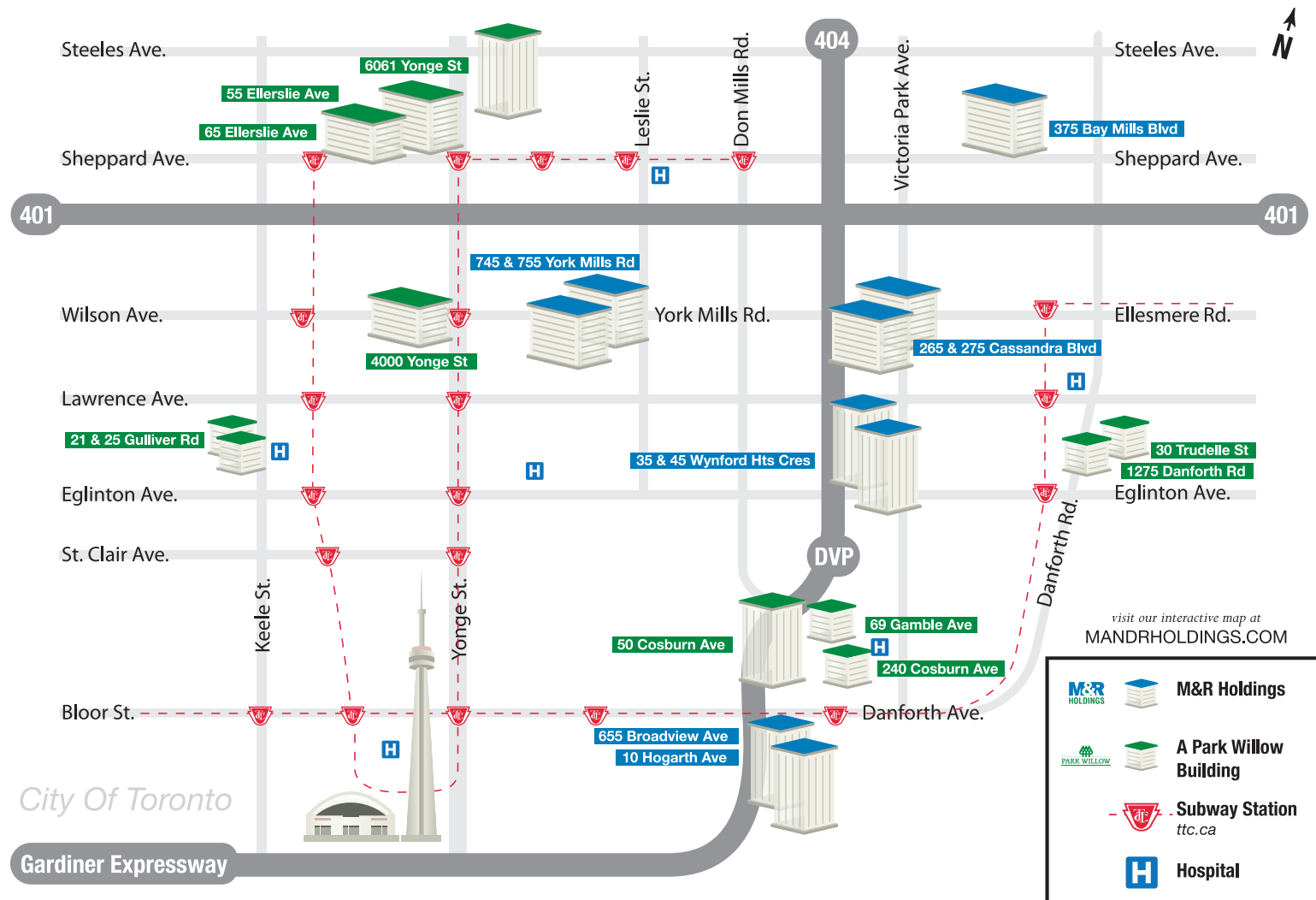


Residential Properties Managed by M&R Property Management



CONTACT INFORMATION

745 York Mills Road	416.444.1852	375 Bay Mills Blvd	416.298.8922	50 Cosburn Ave	416.423.6697
755 York Mills Road	416.444.8515	35 Wynford Hts Cres	416.449.2420	240 Cosburn Ave	416.818.2555
55 & 65 Ellerslie Ave	416.225.1111	45 Wynford Hts Cres	416.445.0323	21 & 25 Gulliver Rd	647.291.2515
4000 Yonge St	416.481.4000	69 Gamble Ave	416.429.3178	6061 Yonge St	416.221.0929
265 Cassandra Blvd	416.445.7704	30 Trudelle St	416.267.7804	10 Hogarth Ave	416.466.1979
275 Cassandra Blvd	416.445.5637	1275 Danforth Rd	416.267.7804	655 Broadview Ave	416.465.4140

STAYING SAFE ONLINE TIPS TO PROTECT YOUR PERSONAL INFORMATION



As we move more and more toward doing much of our shopping and banking online, it's important to safeguard your personal information as much as possible. Here are a few tips you can use to stay safe online:

- Always log out of your account when you're finished with your online banking. As an extra step, you can close the browser window when you've finished banking and empty the memory cache by clearing your browser history.
- Keep your user IDs, passwords and PINs confidential. Do not share this information with anyone. The same goes for your "offline" banking, such as your debit card PIN.
- Do not use public Wi-Fi or public computers for online banking. If you use a public Wi-Fi network, criminals may be able to access financial information stored on your device. This means they can grab information such as your passwords, bank account numbers and credit card numbers.
- Make sure that the websites you are using are encrypted. Look for the lock symbol on the website or "https://" at the beginning of the website address. The "s" means "secure."
- Download apps from a trusted source such as directly from the financial institution or your mobile device's app store. Updates directly from the source will help to take care of security updates to the app itself.
- Have only one browser window open at a time when banking online.

WANT TO LEARN MORE?
Visit www.getcybersafe.gc.ca

M&R RECEIVES CUSTOMER SERVICE AWARD OF EXCELLENCE

CUSTOMER SERVICE

BY RANDY DAITER, V.P., RESIDENTIAL PROPERTIES

Armed with the knowledge that customer service starts on the front lines - with our site staff - this approach won M&R the "Customer Service Award of Excellence" at the 2015 Rental Housing Industry Awards in Toronto.

M&R's comprehensive strategy includes ongoing customer service training for its staff, ensuring that standards are full of HEART. The following acronym was developed by M&R staff, many of whom were urged to contribute ideas to build the customer service credo that would come to define the company:

**HONESTY
EXCELLENCE
ACCOUNTABILITY
RESPECT
TEAMWORK**

In a culture that places value on employees' ideas, employees are able to make better decisions that will ultimately improve the lives of you, our residents.

Starbucks CEO Howard Schultz echoes this sentiment. In interviews, he has often mentioned that, "We all want the same thing as people—to be respected and valued as employees and appreciated as customers."

Now that M&R has been recognized for its innovative approach to customer service by the Industry, we are more motivated than ever to keep pushing the envelope to exceed our residents' expectations.

THANK YOU FOR SHARING!

We asked and you listened. Since we kicked off our Resident Survey, more than 1,000 residents who call an M&R building home have shared their thoughts on how we're doing. As we're constantly raising the bar on customer service, we thank you for your insight and look forward to applying your feedback to the day-to-day management of our properties. More results to follow shortly!

CONSERVING WATER WORKS

Whether you pay for water in your suite or not, water conservation is very important for our environment. Seemingly small steps can make a huge difference—both for your wallet and for our water resources.

There are a number of ways you can conserve water in your apartment. How many of us leave the water running while brushing our teeth, shaving or doing the dishes? It's easy to not think about it, but consider this: turning off your faucet while doing these daily tasks can save up to 70 gallons of water per month. And when it comes to showering, every minute that you reduce your shower saves 75 gallons of water each month. Just by making these simple modifications to your daily routine, you are already making a huge dent into your water usage.

Not convinced yet? If everyone in your apartment building simply saved TWO gallons of water per day, your entire building could save hundreds of gallons. Talk about making a difference for our environment without effort! Finally, if a faucet or your toilet leaks, let your superintendent know right away. A leaky faucet is not only a nuisance, but it wastes 20 gallons of water per day. Your apartment building is a community. By working together, we can make a big difference with our precious water resources. And if you see something, say something!

SLOW THE FLOW!

Reduce Shower Flow:
Ask your Superintendent to install a low flow showerhead. Also, spend a minute less in the shower.

Turn Off the Faucet:
Turn off the water when brushing your teeth, washing dishes, or shaving. Also, ask your Superintendent to replace older faucet nozzles (aerators) with ones that use less water.

Wash Full Loads:
Wash full loads or choose an appropriate load-size setting for the number of items in the washer.

Report Leaks:
Report water leaks to the site staff. Leaks can waste large amounts of water.

IMPORTANT RESIDENT REMINDERS

Here are some important reminders - please take the time to read through them and contact us with any questions you may have.

- Please do not throw cigarette butts off balconies as this creates an extreme fire hazard. In addition, carelessly discarded cigarette butts have caused burns in our vinyl canopies and dangerous dumpster fires.
- Residents wishing to install items such as planters, satellite dishes or over-balcony air conditioners must obtain written approval from the management office prior to installation.
- Please use large saucers under planters to prevent excess water from running onto the balconies below.
- Please do not affix or drill anything into balcony surfaces and window frames.
- Please keep common areas of the building free of shoes, baby strollers, door mats and door ornaments. These items are classified as fire hazards by the Toronto Fire Department.
- Register your visitor's car with EZ PERMIT online at www.ezpermit.ca or via telephone at 416-855-4772 or 416-231-9191. A reminder that residents are not permitted to park in Visitors parking; you could be ticketed.

TORONTO CALENDAR OF EVENTS

Check out some of the upcoming events in the GTA that will be fun for you and the family. All of these events come directly from the event directory at Toronto.com. Remember, dates and times are subject to change, so always confirm the event before heading out!

ROM KIDS JUNIOR

Dates: January 05, 2016 - May 25, 2016

Location: Royal Ontario Museum (ROM)

Designed for children ages 2 to 4, these eight-week sessions take them through the museum with early learning educators.

LITTLE INDIA FOOD AND CULTURAL WALKING TOUR

Dates: January 22, 2016 - December 30, 2016

Location: Lahore Tikka House

An exciting tour through Little India to taste and learn all about the neighbourhood.

ADULT COLOURING

Dates: February 11, 2016 - December 29, 2016

Location: Gladstone Hotel Melody Bar and Café
Break out your favourite colouring book and leave the kids at home at this night of arts for an older crowd.

TUNNEL VISION: THE STORY OF TORONTO'S SUBWAY

Dates: February 13,

2016 - June 11, 2016

Location: Market Gallery of the City of Toronto Archives

The Market Gallery hosts this art exhibit that focuses on the history of Toronto's subway system.

BOARD GAMES NIGHT

Dates: February 25, 2016 - December 29, 2016

Location: Gibson House Museum
Enjoy an evening of technology-free fun

with Board Games Night at Gibson House Museum.

FOOD ON FILM

Dates: March 2, 2016 - June 29, 2016

Location: TIFF Bell Lightbox
Matt Galloway is joined by a group of chefs and experts on film and food.

STRATFORD FESTIVAL

Dates: April 19, 2016 - October 30, 2016
Location: Various

locations in Stratford
The annual theatre festival is back with Shakespearean classics Macbeth, The Aeneid, A Chorus Line, and ten other plays.

DOORS OPEN TORONTO

Dates: May 28, 2016 - May 29, 2016

Location: Various Locations in Toronto
For one weekend a year, buildings across Toronto open their doors to the public during the Doors Open Toronto festival.

WE WANT YOUR FEEDBACK!

We want to hear from you! Do you have a suggestion on how we can make our services or buildings even better?

DROP US A LINE AT

residentservices@mandrholdings.com
We'll share some of the best suggestions in upcoming newsletters and keep you updated on their progress as we work to implement them.



STAY IN TOUCH

We're just a click away. For all of our residents, you can quickly and easily create a maintenance request using our Tenant Services Portal. Please visit our website at www.mandrholdings.com/tenant-services/ to try the service for yourself!

TENANT REFERRAL PROGRAM

EARN \$300 BY REFERRING ANOTHER GREAT RESIDENT LIKE YOU!
Request a Tenant Referral Form from your building management representative today.

PRE-AUTHORIZED PAYMENTS

Make paying your rent a breeze with our pre-authorized payment program. Say goodbye to cheques and monthly reminders by having your rent paid automatically out of your bank account. Contact your building management representative for details and to sign up.

PHOTO CLAUSE

CHANGES TO M&R'S PRIVACY POLICY

Please note that our Privacy Policy has been updated to reflect the clause below. The full policy can be viewed online at www.mandrholdings.com or in your Superintendent's office.

M&R Property Management (M&R) hosts tenant appreciation events from time to time. Photographs may be taken at these events and the photographs may be included in internal tenant newsletters and other internal publications thereafter to showcase the event. Your image may be captured in any of these photographs and may be included in internal newsletters or other internal publications. If you have any questions regarding this practice, or if you do not wish for your image to be taken or included in internal circulations, please notify our Information Officer at (416) 499-9350 or privacy@mandrholdings.com.



For over 50 years, M&R Holdings has been an integrated, family-owned building development and property management company. We believe that maintaining high standards is good business for us and for the people and businesses that call our buildings home. We are dedicated and committed to improving the quality of both our new and existing buildings.

Our buildings are not simply properties; they are our reputation and our future.