

SUMMER WORD SEARCH

Y E E I O W G V P U B K S S W
 V L L B S L L A B E S A B A G
 O I C S D R T R P H N K T Y G
 L M Y Z F I O F O X C E A N L
 L S C N O K S O S A R A I J G
 E N I H S N U S D M D M E A I
 Y C B K P K A G E T M T R B C
 B O R R M R P L N I U D R Z A
 A T E A G X O G W I E O R I M
 L T T P U N M S S N P A B E P
 L A H V A C A T I O N M C N F
 C G G N Q D N A L S I D A K I
 H E U F L O W E R S P R N C R
 S F A D Z F E R R Y H A O A E
 F A L E K I H B B Q H S E C S

- | | | |
|----------|----------|------------|
| BASEBALL | FUN | ROADTRIP |
| BBQ | GARDEN | SAND |
| BEACH | GRASS | SMILE |
| BICYCLE | HIKE | SUNSHINE |
| CAMPING | ISLAND | SWIMMING |
| CANOE | LAUGHTER | VACATION |
| COTTAGE | OUTDOORS | VOLLEYBALL |
| FERRY | PARK | WATERMELON |
| FLOWERS | PATIO | |

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ROGERS

M&R NEWS

SUMMER/AUTUMN 2018 - M&R AND PARK WILLOW

FUN IN TORONTO

Five Things To Do in the City



EARN \$300 BY REFERRING ANOTHER GREAT RESIDENT LIKE YOU!

Request a Tenant Referral Form from your building management representative today.

OUR BUILDING LOCATIONS

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

Interactive map online at mandrholdings.com/residential

ABOUT M&R

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.



Insurance Myths

Protect the things you love the most

Happiness

How taking 100% responsibility increases joy

Survey Results

The results are in! Find out what you and your neighbours said

MYTHS & FACTS ABOUT TENANT INSURANCE

MYTH 1: MY LANDLORD'S INSURANCE POLICY COVERS ME

The insurance that your landlord and/or property manager has does not cover your personal belongings. In the event of a flood or fire, your electronics, jewelry, furniture, artwork and other valuables are not protected through their insurance policy - you must purchase tenant insurance to get this coverage.

MYTH 2: TENANT INSURANCE IS TOO EXPENSIVE

Tenant insurance is much less expensive than you might imagine. A survey revealed that a liability policy for a high rise building would typically cost only \$100-300 a year. The recommended coverage for apartment dwellers is All-Risk (liability and property), which will cover you for everything except general wear-and-tear.

MYTH 3: MY LANDLORD CAN PAY MY LIVING EXPENSES IF I NEED TO VACATE

Another common misconception is that, in the event of an emergency evacuation of your building due to damage from fire or flooding, that the landlord will be able to pay your living expenses while repairs are being made to your suite. This is not the case and only tenant insurance can ensure your out-of-pocket expenses are reimbursed.

MYTH 4: I'M VERY CAREFUL, SO NOTHING WILL HAPPEN

The fact is that accidents do happen, even to the most careful of us. If, for example, your toaster oven causes a fire that damages your suite, you are responsible for paying the repair expenses. If you don't have tenant insurance, this can add up quickly. Floods can also spontaneously happen in highrise buildings.

For a Tenant Insurance Plan, please see your Building Superintendent for details

LAUNDRY ROOM ETIQUETTE

If you do not want someone touching your things, you need to get there exactly when the wash or dry cycle ends and remove them.

Using a laundry basket makes it easier to transport and transfer clothes. Leave the basket on top or in front of the washer so that if you are late in retrieving your clothes, the next person can remove your clothes and put them in your basket.

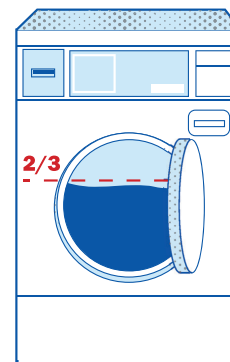
We strongly advise that you please not carry liquid bleach through the building; powdered bleach does a great job and transports better.

If it's a busy time like a Saturday afternoon, don't use multiple machines. If you have a lot of laundry to do (five or more loads), wait until a day that is not typically as busy in your building to get it done.

**DO NOT WASH OR
DRY COMFORTER -
FIRE HAZARD**

**ONLY FILL THE
DRUM 2/3 FULL.**

**CLEAN DRYER
LINT FILTER
AFTER EVERY USE**



The 2018 Resident Survey Results Are In!

Areas We're Performing Well In

- Tenants consistently commented that our building staff are friendly and helpful
- 79% of tenants completed a Maintenance Service Request in the past year
- Service was characterized as "Excellent" and beyond expectations
- Supers' ongoing commitment is impressive!
- Buildings are clean; staff are respectful and inclusive
- Tenants rated our grounds very highly
- Excellent building service and site staff
- Net Promoter Scores and Overall Building Satisfaction Rates remain very high

Areas Identified as Opportunities for Improvement

CORRIDOR PAINT OR WALLPAPER PEELING

Action Plan: Many corridors are receiving plaster repairs, new paint and/or new wallpaper.

APARTMENTS ARE TOO HOT

Action Plan: Many boilers are being replaced with state-of-the-art, energy-efficient boiler systems. Indoor/outdoor controls also continue to be installed and/or upgraded.

CORRIDOR LIGHTING

Action Plan: Many lighting retrofits are underway for the common areas; making them brighter.

All Other Ink Turns Invisible!

Please use a **black ink pen** when writing out your rent cheques. We use a scanning system at head office and it will only read black ink. Thank you for your co-operation.

THE FASTEST WAY TO HAPPINESS AND CONFIDENCE

When things don't go the way you want them to in life, it is easy to start blaming others. It is much easier to complain, gossip, manipulate and think negatively during rough times than it is to move forward positively. When your thoughts are negative or unsupportive of your success, it is impossible to discover happiness and confidence.

But imagine how you would feel if you stopped asking questions such as "Why did this happen to me?" and instead started asking questions such as "How did I create this situation?" or "How can I make this situation the best it can be now?"

An interesting thing happens when you shift your mindset from asking "victim" questions to "empowering" questions; on a subconscious level, you start telling yourself you ARE confident and you can be happy by choice.

The first step to taking full responsibility for your life is to acknowledge that your life is YOUR responsibility. This means if you want to travel more in your life, or build a better relationship with someone, it is your responsibility. Taking 100% responsibility also means that you cannot blame others for the events in your life any longer.

Here is an equation that might help you put this idea into perspective:

$$E+R=O$$

E - Event (something that has occurred that is out of your control)

R - Response (the way you control your thoughts and behaviours after the event)

O - Outcome (results vary based on how positive/negative your response is)

Action Plan:

This year, here are a few things you can do to increase your happiness and confidence:

Start changing your inner language from using words such as "I can't" (victim) to "I choose not to" (empowering) – it is empowering once you get in the habit of thinking this way.

Every time you feel you are a victim in a situation, shift your mindset to asking empowering questions such as "How can I change this?" or "What can I do to create a different reality?"

Take time to consider what would happen if you took only 5% MORE responsibility than you currently do for the success in your life and relationships.

by Sabine Buhlmann, lifecoachingmeditation.com
M&R Customer Service Trainer

FUN IN TORONTO

Five Things To Do in the City

FALL IN LOVE WITH OUR CITY

It doesn't matter if you have an evening, a weekend or a "staycation" free to spend in Toronto, there is always something spectacular to see, taste and do:

TORONTO ISLAND

This place has everything for a perfect day trip: beaches, attraction, scenery, boardwalks, gardens, parks, food and more! If you have not been to Toronto Island yet, you are missing out on one of the greatest views of our city (see front cover) and an amazing adventure. Fun baseball fact: "Babe" Ruth hit his first professional home run on Toronto Island in 1914. torontoisland.com

FORT YORK

Located in the heart of downtown Toronto, Fort York is Canada's largest collection of original War of 1812 buildings and 1813 battle site. If you want to learn something about Toronto's rich history, go for one of their guided tours, guard and cooking demonstrations, and museum exhibits. fortyork.ca

BASEBALL GAME

Toronto has been home to the Major League Baseball team, the Toronto Blue Jays, since 1977. One of the best summer experiences is cheering for the boys of summer with a hot dog and a cold drink while singing "Take Me Out to the Ball Game." bluejays.com

ST. LAWRENCE MARKET

Old and new in one magical location, this market was started 208 years ago, and today offers fresh veggies, fruits, meats, cheeses and non-perishable items from over 120 vendors. The market complex is comprised of three main buildings, each one offering a variety of items for sale. stlawrencemarket.com

THE BEACHES

A small-town vibe, sandy beaches and quaint boardwalk are just a short drive from downtown Toronto. Vibrant Queen Street East features shops, bistros, bakeries and ice cream parlours – the perfect city escape! *Search for it on Google*

Guards at Fort York

