

CAPREIT COMMUNITY

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www.capreit.ca

CONNECTING RESIDENT COMMUNITIES ACROSS CANADA

Ask Mark Anything

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#BESTPLACETOLIVE



CANADIAN APARTMENT
PROPERTIES • REIT

Ask Mark Anything

Mark Kenney

President & Chief Executive Officer



Can you share some insights on how resident feedback has influenced recent changes or improvements in our community?

Resident feedback is a cornerstone of CAPRIET's decision making process. Each fall, our annual resident survey provides us with valuable insights into what matters most to our community. Beyond the survey, we closely monitor feedback through maintenance requests and our resident portal, ensuring we're responsive to your needs.

Daily interactions with residents, whether through casual conversations or at our community events, also play a crucial role in shaping our approach. We believe that by truly listening to your concerns and suggestions, we can continually enhance the living experience here. Your voice matters, and we are committed to making our community a place you are proud to call home.

What is WeCare?

CAPREIT's WeCare program is our commitment to ensuring a positive living experience for all our residents. It's our pledge to provide prompt, professional, and courteous service whenever you need support. We have a dedicated team of service experts who are happy to assist you in

resolving concerns, listening to your feedback, answering questions, or connecting you with the right resources. For assistance, you can reach out to us at wecare@capreit.net.

What is CAPCares?

CAPCares is CAPREIT's confidential call centre service where residents can speak to a representative. You must have demonstrated that you have put a service request in through the traditional channels - Resident Portal or email - but if there is not resolution, we encourage you to call CAPCares. Once received, your message will be reviewed and directed to the appropriate contact for resolution. This service is designed to provide you with prompt and effective support for any concerns. To reach CAPCares, please call 1-855-227-6478.

When should I reach out to WeCare or CAPCares?

Please continue to place emergency calls through the management office or our after-hours service and service or maintenance requests through the Resident Portal. If you feel that your concern has not been addressed by traditional means and it needs to be escalated, you can reach out to CAPCares or WeCare. Our service team will follow up with you to ensure your issue is being addressed.

Ryan Gitalan

Edmonton, Alberta



1. How long have you been a CAPREIT resident?

I've been living in CAPREIT properties for five years now, across three apartment buildings in Edmonton.

2. What first attracted you to CAPREIT properties when you moved in?

The first thing that attracted me to CAPREIT was the pet-friendly rental options. I also appreciated the unique layouts and affordable rent. The location was a big factor too, with many of the properties within walking distance of downtown Edmonton, with easy access to popular neighbourhoods and family-friendly communities.

3. You've lived in several CAPREIT buildings over the years. What keeps you coming back?

The management is the main reason I keep returning to CAPREIT. I also enjoy the peaceful and welcoming atmosphere in their buildings. The locations are very convenient, and the management staff is always professional, helpful, and informative. The focus on safety and security gives me confidence and comfort, making my experience simply amazing.

4. What is your favourite feature or amenity in your current community (Infiniti), and why?

I love the luxurious feel of the Infiniti units and the convenience of the high-end double elevators. The great appliances, nice flooring, and the central location in downtown Edmonton all add to the experience.

5. How has your living experience with CAPREIT influenced your decision to upgrade to a larger unit? What are you looking forward to most in your new community?

I decided to upgrade to a larger unit because I see myself living with CAPREIT long-term. The community provides all the amenities I need for my busy and active lifestyle, and I'm excited to enjoy even more space.

6. How do you feel your living experience with CAPREIT has contributed to your overall satisfaction and well-being?

Living with CAPREIT offers a perfect balance of luxury and affordability, meeting my expectations without sacrificing

safety, comfort, or convenience. The property management team is fantastic! They communicate effectively and keep residents informed about changes or maintenance. It's clear they genuinely care about both the residents and the property.

7. What advice would you give to someone considering moving into a CAPREIT property for the first time?

I'd tell them they're making a great choice! Moving into a CAPREIT property means investing in a comfortable, professional, and secure living experience.

8. Can you share a memorable experience or positive interaction you've had with your neighbours or the property management team?

Every day brings a new memorable experience. The friendliness and warm smiles from everyone, whether neighbours or staff, create a welcoming environment that makes you feel safe and at home.

9. Anything else you'd like to share?

I'd like to say that my experience with CAPREIT has been a game-changer. It provides the satisfaction everyone looks for in a home. I truly recommend CAPREIT properties to anyone. Everything you need—shopping centres, banks, grocery stores, and recreation—is just a short distance away.

A special thank you to the management team, led by Lorna O'Boyle and Firoza Ahmady, as well as the rest of the team. You've all been exceptional. You're always responsive and handle any issues professionally and promptly. Maintenance requests are handled quickly, and the common areas are always clean and inviting. With CAPREIT, I feel like I'm in good hands!

Community Safety

Practical Tips for Everyday Safety at Home

Whether your CAPREIT home is in a bustling urban centre, or a peaceful residential area, safety and vigilance are crucial for everyone. At CAPREIT, we prioritize the well-being of our residents and are dedicated to fostering a secure living environment. By staying aware and proactive, we can all contribute to a safer community. Here are some essential security tips to help you protect yourself and your surroundings.

Tailgating, Loitering & Trespassing

Always stay alert for individuals who may be loitering around the entry of the property. If you notice anyone who seems out of place or is acting suspiciously, report them to security or the management office immediately. If at any time you feel unsafe, do not hesitate to call 9-1-1.

Secure Entry - When entering your building, ensure that doors close and latch securely behind you. If you encounter any issues with the door's latch or if it does not close properly, inform the management office immediately so the issue can be resolved.

Do Not Open Doors for Unknown Individuals or allow others to tailgate you inside the building (either through building doors or the garage) - Please do not open doors for anyone you do not know. All residents should have their own keys to access the building, and opening doors for unfamiliar individuals can compromise security.

Additionally, be cautious with your keys and fobs. Do not lend them to anyone who does not live in the building. If you lose a fob or key, contact the management office as soon as possible to have the fob deactivated and to arrange for lock changes if necessary.

Preventing Property Theft

Protecting your personal property is another critical aspect of community safety.

Avoid Leaving Packages in the Lobby or Outside your Door - Bring them into your home as soon as they arrive. If you believe a package has been stolen, report the incident to the management office and file a report with the non-emergency police line.

Secure your Vehicle - Never leave money or valuables visible inside your car. Instead, take these items inside or cover them to prevent theft. Always lock your vehicle and home doors, even if you are only away for a short time.

Supervise Pets - Do not leave pets unattended in green spaces or tied up outside without supervision.

Vandalism

Vandalism impacts both the safety and appearance of our community. If your vehicle is vandalized, whether parked indoors or outdoors, please notify the management office and contact your insurance provider. Additionally, if you notice any issues with your mailbox, or if security cameras, lighting in common areas, or property are damaged or tampered with, report these to the management office promptly. Timely reporting allows for a swift investigation and helps maintain the integrity of our community.

Preventing Break-Ins

In the unfortunate event of a break-in, it is crucial to act quickly. Report any suspected or confirmed break-ins to both the management office and the police department right away.

Planning a Vacation? Consider setting up mail forwarding to avoid the accumulation of letters and packages at your door. It may also be beneficial to ask a trusted friend or family member to keep an eye on your home while you are away. To create the appearance of an occupied home, set your lights to turn on and off at random intervals.

Be vigilant for suspicious activity in hallways or corridors, especially if individuals are knocking on random doors. This behaviour can indicate that someone is scouting for potential targets.

By following these tips, you help ensure a safer community for everyone. Your vigilance and cooperation are key to maintaining a secure living environment. Thank you for contributing to the safety and well-being of our CAPREIT communities!



Community Safety

Stay Fire-Safe | National Fire Prevention Week

As National Fire Prevention Week approaches in October, it's a great time to focus on fire safety and ensure that we are all prepared to protect ourselves and our loved ones.

Check Smoke Alarms: Ensure smoke alarms are working. Your property management team takes care of regular maintenance, but it's important for you to test alarms monthly and report any issues immediately.

Create and Practice a Fire Escape Plan: Develop and practice a fire escape plan with two exits from each room and a designated meeting spot outside. Practice this plan regularly with all household members.

Use Fire Extinguishers Properly: Familiarize yourself with the location of fire extinguishers near your unit. If you notice any missing or damaged extinguishers, report this to property management right away.

Avoid Overloading Outlets: Be mindful not to overload electrical outlets or use damaged cords. Regularly inspect

your appliances and report any concerns to property management.

Cook Safely: Never leave cooking unattended. Keep flammable materials away from the stove.

Heat Safely: If you use portable heaters, keep them away from flammable materials and turn them off when leaving the room or going to bed. Report any heating issues to property management through the Resident Portal for immediate attention.

Don't Tamper With or Remove Smoke Alarms/Detectors: Smoke alarms and detectors are crucial for ensuring your safety and the safety of those around you. Tampering with or removing these devices can significantly reduce their effectiveness in alerting you to potential fires.

For more information on fire safety, visit the [National Fire Protection Association \(NFPA\) website](#), your local fire department or management team.

Fall Checklist:

Prepare Your Home for the Season



Declutter and Organize

Store Summer Items: Pack away summer clothing, outdoor gear, and other seasonal items.

Organize Closets: Transition your wardrobe for fall by neatly storing summer clothes and making room for fall essentials.



Plan for Seasonal Storage

Maximize Storage Solutions: With the holiday season approaching, ensure you have adequate space for decorations and winter gear. **If you're finding space a bit tight, reach out to your management team to explore options for storage lockers within the community.**



Deep Clean Your Living Spaces

Dust and Vacuum Thoroughly: Focus on high-traffic areas and places that may have been overlooked, such as baseboards and under furniture.

Clean Windows: Wipe down windows to maximize natural light and improve visibility during the shorter days.



Refresh your Kitchen

Clean Kitchen Appliances: Give your kitchen appliances a thorough cleaning, including your stove, refrigerator, and microwave, to keep them in good working condition.



Create a Cozy Living Environment

Update Home Décor: Bring a sense of autumn into your home with seasonal décor, such as throw blankets, cushions, and rugs to add warmth and comfort.



Practice Candle Safety

As you create a cozy atmosphere, consider using electric or LED candles as a safe alternative to traditional candles. If you prefer using real candles, please remember to always practice candle safety: never leave candles unattended, keep them away from flammable items, and always extinguish them before leaving the room. Please remember to keep candles out of reach of children and pets.

Introducing the Newest Members of Our CAPREIT Family



Axir North Vancouver, BC



Grafton Park Halifax, NS



Hillview Ottawa, ON



The View Edmonton, AB



The Pendrell Vancouver, BC



Nuovo Ottawa, ON

We are thrilled to welcome several new communities to our CAPREIT family! Over the past few months, CAPREIT has expanded its portfolio with the acquisition of six exceptional rental properties across Canada.

Grafton Park – Located in the heart of downtown Halifax, Nova Scotia, Grafton Park offers the best of downtown living at our boutique apartment complex, where modern comfort meets city sophistication.

The View – Nestled between the vibrant pulse of downtown Edmonton and the serene tranquility of River Valley Park, The View offers an unparalleled living experience with exquisite amenities and stunning vistas.

Hillview – Located close to downtown Ottawa, Ontario, Hillview Apartments is surrounded by an enriching atmosphere, where modern amenities and a welcoming environment come together to create an elevated living experience.

Nuovo – Nestled in the heart of Ottawa, Ontario’s Little Italy, Nuovo offers a prime location with unparalleled access to Ottawa’s finest attractions.

The Pendrell – Located in the heart of Vancouver’s West End, this community offers luxurious living with exceptional amenities catering to active lifestyles and boasts stunning waterfront views.

Axir – Situated in a highly sought-after community in North Vancouver, this beautiful property features modern living in the heart of nature with stunning vistas.

We are excited to share CAPREIT’s **#bestplacetolive** experience with all our new residents. Our property teams look forward to getting to know all of you.

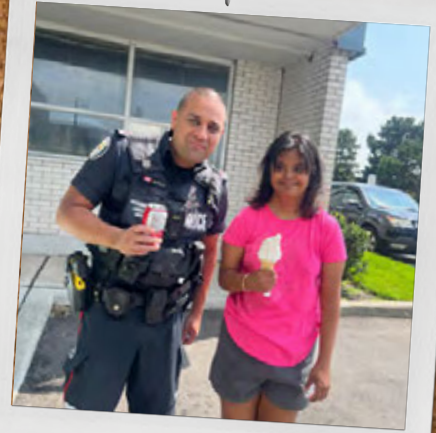
COMMUNITY



Park Royal Village Apartments
Mississauga, Ontario



Dixon Apartments
Etobicoke, Ontario



Lafayette Apartments
North York, Ontario

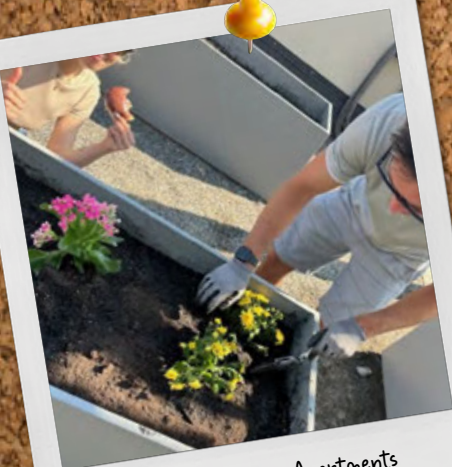


Bloor Street East Townhomes
Mississauga, Ontario

This summer, our CAPREIT communities across Canada came alive with a vibrant array of events and activities, fostering connections and creating memorable experiences for our residents. From lively outdoor BBQs to engaging family fun days, each property hosted unique events that brought neighbors together and celebrated the season.



Lakeview Pointe
West Kelowna, British Columbia



Proxima Kelowna Apartments
Kelowna, British Columbia



Hillview Apartments
Orléans, Ontario



The View
Edmonton, Alberta



COMING SOON

Resident Satisfaction Survey!

CAPREIT's Resident Satisfaction Survey will be launching this October! Your feedback is incredibly important to us and will help us continue to improve your living experience.

Stay tuned for more details on how you can participate. We look forward to hearing from you and appreciate your valuable input!



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